

# How to Manage Vaccine Supply Disruption

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## AVBS User Guide – Health Care Provider and Provincial Operations

As of October 5<sup>th</sup>, 2021

**Pharmacy Staff: For any guidance and/or technical support, please contact:**

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 1-877-311-4300

# Privacy Policy

The appropriate collection, use and disclosure of an Albertan's personal health information is the requirement of Alberta's Health Information Act and FOIP Act.



Whenever you see this icon, please ensure that you collect verbal consent from the Albertan for disclosure of their personal health information.



Whenever you see this icon, please ensure that you are correctly entering the information provided by the Albertan (e.g. legal first name, legal last name, health card number). The search may result in many records containing sensitive information like PI/PHI.

It is your responsibility to access only those records that are necessary to perform your duties. All access is monitored and recorded for compliance and audit purposes.



Whenever you see this icon, please pay attention to the action that is being performed. It is important you follow these instructions.



Please note that following practices are prohibited and against the code of conduct related to the handling of sensitive information (PI/PHI) **unless your role authorizes you to do so:**

- Saving lists locally on computer
- Saving lists on other storage media
- Printing lists
- Taking pictures
- Taking screenshots

# Managing Supply Disruption: Overview

- Objectives:** To prevent Albertans from booking appointment blocks affected by the supply disruption and to cancel already booked appointments affected by the Supply Disruption.
- AVBS Role:** Health Care Providers and Provincial Operations
- Pre-Requisite:** Supply disruption list views have already been created.

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# Cancellation of Booked Appointments Affected by Supply Disruption

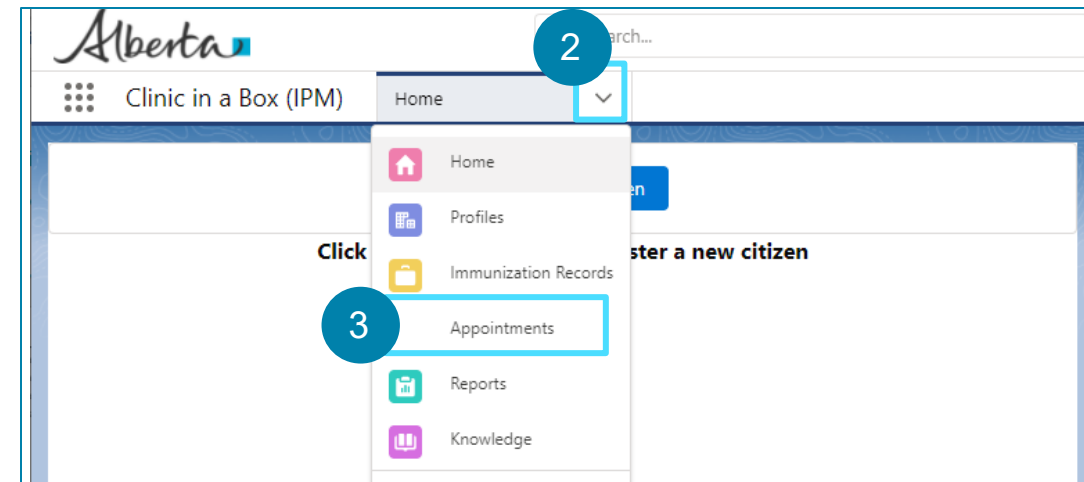
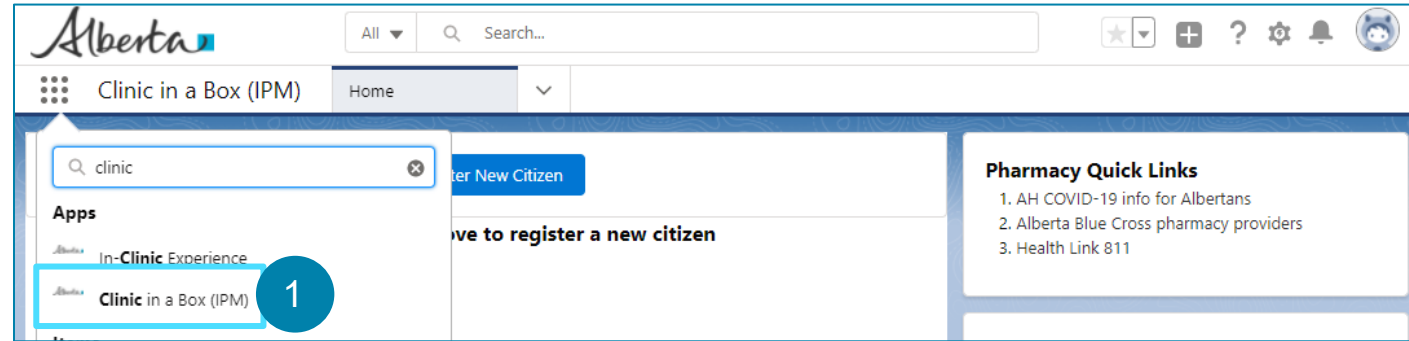
If there is a supply disruption at your vaccination site, there are two things you will have to do:

- **Cancel** all individual appointments already booked for the affected period
- **Deactivate** the previously created Appointment Day Management record(s) for the affected period

To cancel all individual appointments already booked for the affected period, navigate to Appointments by following the steps below:

- 1 After logging in to AVBS, navigate to the **Clinic-in-a-Box (IPM)** app using the App Launcher.
- 2 Click the **drop-down arrow** next to the currently opened tab.
- 3 Click **Appointments** to open the lists of appointments for vaccination.

You will be navigated to the Recently Viewed Appointments list.



# Cancellation of Booked Appointments Affected by Supply Disruption (Continued)

- 4 Click on the drop-down arrow and select the **Appointments to be cancelled** list.

*For more information on how to create a private list, refer to the [Creating List Views for Supply Disruption User Guide](#).*

- 5 Click on the **Appointment Code** of the **Confirmed** appointment for the date affected by the supply disruption.

*Please note that you will not be able to perform this action on appointments that do not have a **Confirmed** status or on any appointments that have already passed (i.e., supply disruption can only be applied to appointments in the future).*

*You will be directed to the appointment record.*

The screenshot shows the 'Appointments' page in the Alberta Health Services system. The 'Appointments' dropdown menu is open, and the 'Appointments to be cancelled' option is highlighted. A blue circle with the number '4' is placed over the dropdown arrow. The table below shows a list of appointments with columns for Location, Start Date, and Status.

Location	Start Date	Status
UNIVERSITY PHARMACY	2021-06-21, 11:30 AM	Confirmed
Edmonton Pharmacy	2021-05-26, 2:15 PM	Confirmed
Edmonton Pharmacy	2021-05-26, 4:00 PM	Confirmed

The screenshot shows the 'Appointments to be cancelled' list view. The table displays 14 items, sorted by Status. The first row is highlighted, and the 'Appointment Code' 'SGI-0000000073' is circled in blue. A blue circle with the number '5' is placed over the circled code. The table columns include Appointment Code, Health C..., Date of ..., Location, Patient, Start Date, and Status.

Appointment Code	Health C...	Date of ...	Location	Patient	Start Date	Status
SGI-0000000073		1925-04-14	Calgary Clinic	Ikechukwu H...	2021-05-03, 12:15 PM	Confirmed
SGI-0000000075		1924-03-12	Calgary Clinic	Marie Harris	2021-05-03, 11:45 AM	Confirmed
SGI-0000000083		1945-04-21	Calgary Clinic	Test Alberta	2021-05-03, 1:55 PM	Confirmed
SGI-0000000092	123456789	1945-04-23	Calgary Clinic	fake fkae cus...	2021-05-03, 3:05 PM	Confirmed
SGI-0000000101	9879727821	1913-04-15	Calgary Clinic	test1 test2	2021-05-03, 3:15 PM	Confirmed
SGI-0000000102	9879727821	1913-04-15	Calgary Clinic	test1 test2	2021-05-03, 2:55 PM	Confirmed

# Cancellation of Booked Appointments Affected by Supply Disruption (Continued)

6 Within the appointment record, click on the **Supply Disruption** button.

*A pop-up box will display.*

7 Click **Yes** to cancel the appointment.

*The Albertan will receive a notification via their preferred communication method indicating that their appointment has been cancelled due to a supply disruption.*

*If the Albertan's preferred communication method is email or SMS, they will receive a message with a unique link to book another appointment. You will receive a task indicating that either an email or SMS has been sent to the Albertan.*

*If the Albertan's preferred communication method is by phone, you will receive an upcoming task to phone the Albertan to book them another appointment.*

*You must manually perform this action for all appointments affected by the supply disruption to send the specific supply disruption email template to recipients. To mass cancel appointments affected by supply disruption with the generic cancellation email template, refer to the **How to Manage Appointment Blocks Using Scheduler User Guide**.*

The screenshot shows the Alberta Health Services Scheduler interface. At the top, there's a search bar with 'test' and a navigation bar with 'Clinic in a Box (IPM)', 'Appointments', and user information. The main content area displays an appointment record for 'COVID-19 Vaccination - Test Test7134'. The record includes fields for Appointment Confirmation Number (B-PKHJ8SWI), Subject (COVID-19 Vaccination - June...), Health Card Number (98792782), Date of Birth (1937-05-27), and Start Date (2021-06-21, 11:30 a.m.). Below the record, there are tabs for 'Related' and 'Details'. The 'Details' tab is active, showing fields for Appointment Code (SGI-0000000410), Address View (291 MACEWAN STUDENT), Date of Birth (1937-05-27), and Appointment Vaccine Type (Janssen). On the right side of the appointment record, there are buttons for 'Cancel Appointment' (highlighted with a red circle and the number 6), 'Supply Disruption', and 'Resend Booking Confirmation Notification'. A pop-up dialog box titled 'Cancel Appointment' is displayed in the foreground, asking 'Are you sure you want to cancel the appointment?' with 'Yes' and 'No' buttons. The 'Yes' button is highlighted with a red circle and the number 7. The background also shows a 'Upcoming & Overdue' section with a task for 'Call Centre Queue has an upcoming task' and a calendar view for May 2021.

# Deactivating Appointment Blocks Affected by Supply Disruption

To deactivate all previously created appointment blocks for the affected period, navigate to **Appointment Day Management** by following the steps below:

- 1 Click the **App Launcher** and search for **Appointment Day Management**.

*You will be navigated to the Recently Viewed Appointment Day Management.*

- 2 Click on the drop-down arrow and select the **Supply Disruption** list.

*For more information on how to create a private list, refer to the [Creating List Views for Supply Disruption User Guide](#).*

The image displays two screenshots of the Alberta Health Services (AHS) system interface. The top screenshot shows the 'App Launcher' search results for 'Appointment Day Management', with a red circle and the number '1' highlighting the 'Appointment Day Management' item. The bottom screenshot shows the 'Appointment Day Management' interface with a dropdown menu open, highlighting the 'Supply Disruption' list view with a red circle and the number '2'.

# Deactivating Appointment Blocks Affected by Supply Disruption (Continued)

3 Click on Filter button and filter the Supply Disruption list by appointment date in YYYY-MM-DD format.

*For more information on how to create filters, refer to the [Creating List Views for Supply Disruption User Guide](#).*

4 Check off the box in the top left corner at the top of the list to select all appointment blocks affected by the supply disruption.

5 Click on the **Edit** (pencil icon) under the Appointment Status column.

6 Change the status of the appointment blocks from **Active** to **Inactive**.

7 Click **Apply** to apply the changes.

8 Click **Save**.

*A success banner will display indicating that the changes have been saved.*

*These appointment blocks will no longer be visible to anyone trying to book an appointment.*

The screenshot shows the Alberta Appointment Day Management interface. The top navigation bar includes the Alberta logo, a search bar, and several tabs: "Clinic in a Box (IPM)", "Appointments", "Test Test7134", "Supply Disruption | ...", and "Moderna Clinic". The main content area displays a table of appointment blocks under the heading "Supply Disruption". The table has columns for "Name", "Appointment Date", "Appointment Status", and "Provider". The first four rows are selected, indicated by checkmarks in the left margin. A filter panel on the right is open, showing a filter for "Appointment Date equals 2021-05-03". A status dropdown menu is open for the first row, showing options: "--None--", "Planning", "Active", "Completed", "Cancelled", and "Inactive". The "Inactive" option is highlighted. A "Save" button is visible at the bottom of the dropdown menu. A "Filters" panel is also visible, showing a filter for "Appointment Date equals 2021-05-03". A "Save" button is visible at the bottom of the filters panel. A "Filters" panel is also visible, showing a filter for "Appointment Date equals 2021-05-03". A "Save" button is visible at the bottom of the filters panel. A "Filters" panel is also visible, showing a filter for "Appointment Date equals 2021-05-03". A "Save" button is visible at the bottom of the filters panel.