

How to Reschedule or Cancel a Vaccination Appointment

AVBS User Guide – Health Care Provider and Provincial Operations

As of October 5th, 2021

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

 1-844-705-1265

 AlbertaVaccineBookingSystemSupport@gov.ab.ca

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

 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

Rescheduling/Cancelling a Vaccination Appointment: Overview

Objectives: To reschedule/cancel a confirmed vaccination appointment for an Albertan using AVBS

AVBS Role: Health Care Providers and Provincial Operations

Pre-Requisite: Albertans should have confirmed vaccination appointment status

Table of Contents	Page Number
Types of Appointment Status in AVBS	4
Cancelling a Future Vaccination Appointment	5 – 8
Changing Status of a Missed Vaccination Appointment	9 – 10
Rescheduling a Vaccination Appointment	11

Types of Appointment Status

There are different types of status that can be associated to an Albertan's appointment booking:

Status	Description	When/who should update?
Confirmed	This status refers to a confirmed appointment booking.	<ul style="list-style-type: none">This status updates automatically upon successful appointment booking.
Cancelled	This status refers to an appointment that has been cancelled.	<ul style="list-style-type: none">Used by vaccination site staff to cancel an appointment and free up the time slot for someone else to book. Vaccination site staff should always cancel an appointment by updating the status to cancelled via the In-Clinic Experience application, or by using the Cancel Appointment button in the appointment record found in the Clinic-in-a-Box application (when displayed for appointments in the future).
Attended	This status refers to an appointment where the Albertan has attended.	<ul style="list-style-type: none">Used by vaccination site staff only to check patient in prior to vaccine administration.
No Show	This status refers to a missed appointment.	<ul style="list-style-type: none">Used by vaccination site staff and 811 staff when an Albertan has not showed up to their appointment.

Cancelling a Future Vaccination Appointment

There are two ways that you can cancel a future confirmed appointment booking and free up the time slot for someone else to book:

- Cancel using the **Cancel Appointment** button via the appointment record in the **Clinic-in-a-Box** application

or,

- Cancel by updating the status in the **In-Clinic Experience**.

To cancel an appointment and free up the time slot via the appointment record, follow the steps below.

- 1 Enter the Albertan's **Booking Confirmation Number** in the **Global Search Bar** and press Enter.

Tip: If the Albertan does not have the booking confirmation number, you can also search their profile by either Legal First Name & Legal Last Name, Health Card Number (HCN) or Registration Confirmation Number. In these cases, the Person Account will display, and the appointment record can be accessed through the Related tab. For more information regarding Search, refer to the Basic Navigation User Guide.

- 2 Click the **Appointment Code**.

The Appointment Record will display.

The screenshot shows the Alberta Health Services booking system interface. At the top, the search bar contains the text "B-JEZM4VBA" with a red circle and the number "1" next to it. Below the search bar, the search results are displayed. The "Appointments" section shows one result with the following details:

Appointment Code	Appointment Name	Location	Start Date
SGI-000000243	COVID_19_Vaccination - Arash Pour	101 PHARMACY	2021-09-30, 11:15 AM

A red circle and the number "2" are placed over the "Appointment Code" column. Below the search results, a detailed view of the appointment is shown. The "Appointment" section includes the following information:

- Appointment Confirmation Number: B-JEZM4VBA
- Subject: COVID_19_Vaccination - Septemb...
- Health Card Number: [Redacted]
- Date of Birth: 1967-08-18
- Start Date: 2021-09-30, 11:15 a.m.

The "Details" section is expanded, showing the following information:

- Client Information: Health Card Number, Pre-registered in Meditech (checkbox), Date of Birth: 1967-08-18
- Appointment Details: Appointment Code: SGI-000000243, Address View: 1107 CENTRE ST NW, CALGARY AB T2E2R1, Vaccine Program: COVID_19_Vaccination, Status: Confirmed

On the right side of the appointment details, there are buttons for "Cancel Appointment", "Supply Disruption", and "Resend Booking Confirmation Notification". Below these buttons is an "Activity" section with a "New Event" button and a "Set up an event..." input field with an "Add" button. At the bottom, there are filters for "All time", "All activities", and "All types", along with "Refresh", "Expand All", and "View All" options.

Cancelling a Future Vaccination Appointment (Continued)

3 On the Appointment Record, you will note that the **Status** of the appointment is **Confirmed**.

3a Click on the **Cancel Appointment** button on the right side of the screen.

A pop-up box will display confirming that you want to cancel the appointment.

*You **must not** change the Status field to **Cancelled** manually. You must use the **Cancel Appointment** button, or the appointment spot will not free up for someone else to book. If the appointment is in the past, the **Cancel Appointment** button will not appear. Only in this case, you will manually change the status to cancelled.*

3b Click **Yes** to confirm the cancellation.

Another pop-up box will display with a cancellation message.

3c Click **Close Window**.

! *The **Status** of the appointment will now be updated to **Cancelled**. The Albertan will receive a cancellation confirmation notification via their preferred communication channel that will contain a link to reschedule their appointment.*

Appointment **COVID_19_Vaccination - Arash Pour** Edit Printable View Clone

Appointment Confirmation Number B-JEZM4VBA	Subject COVID_19_Vaccination - Septemb...	Health Card Number	Date of Birth 1967-08-18	Start Date 2021-09-30, 11:15 a.m.
---	--	--------------------	-----------------------------	--------------------------------------

Cancel Appointment 3a

Details

Client Information

Health Card Number

Date of Birth
1967-08-18

Appointment Details

Appointment Code
SGI-0000000243

Address View 1
1107 CENTRE ST
CALGARY
AB
T2E2R1

Vaccine Program
COVID_19_Vaccination

Status 1
Confirmed 3

Cancel Appointment

Are you sure you want to cancel the appointment? 3b

Yes No

Cancel Appointment

The appointment is cancelled, to book another one, please use the scheduler tab on the account page 3c

Close Window

Cancelling a Future Vaccination Appointment (Continued)

To cancel an appointment and free up the time slot by updating the status in the In-Clinic Experience, follow the steps below.

1 Navigate to the **In-Clinic Experience** application using the App Launcher.

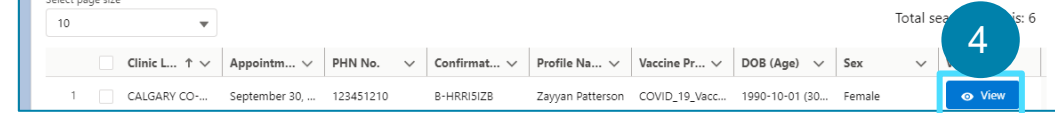
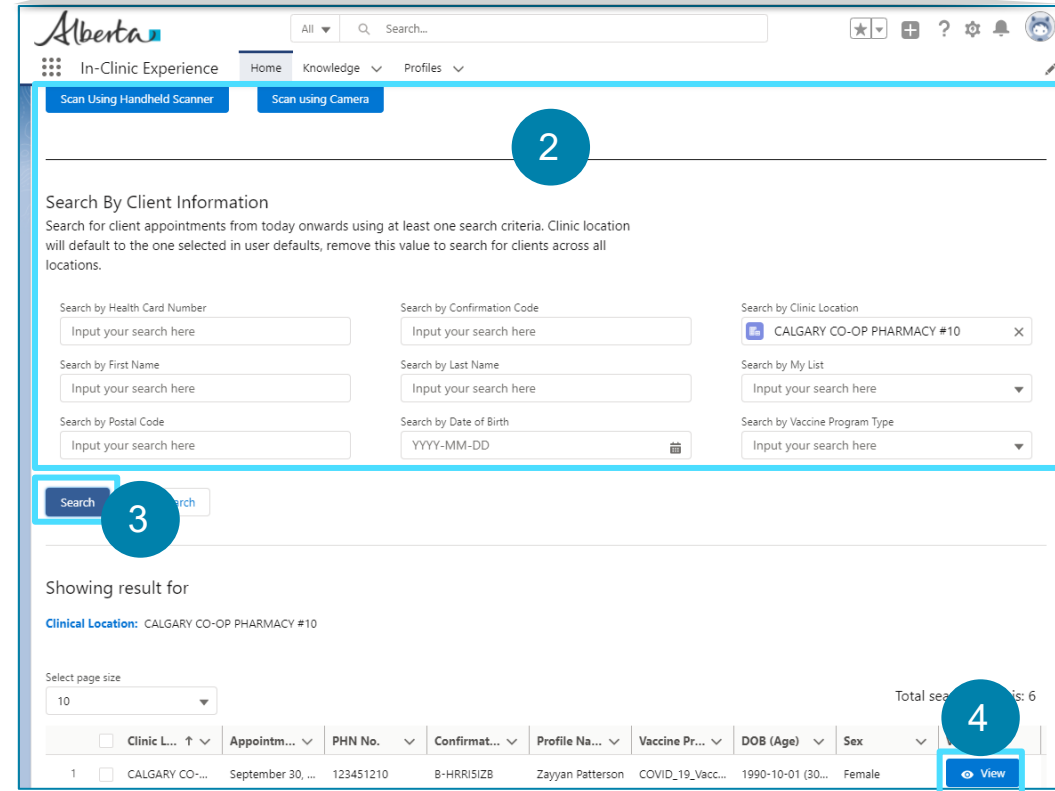
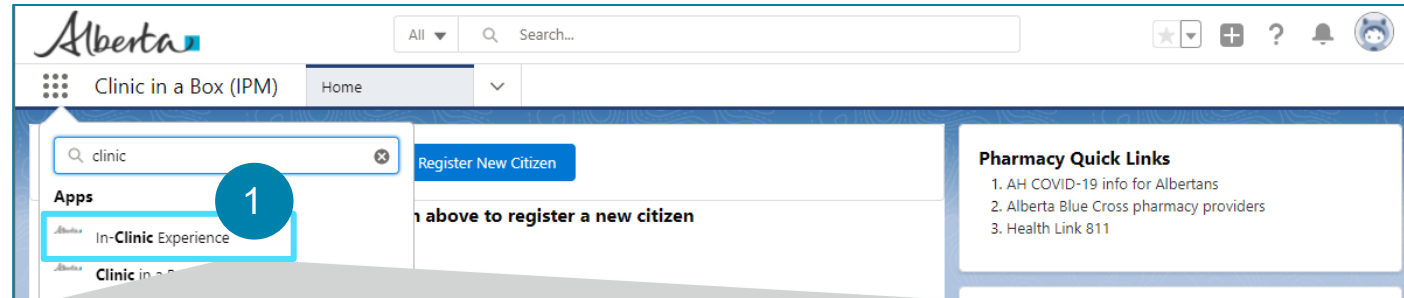
2 Search for the Albertan's **confirmed appointment booking** using any one of the search functions.

3 Click **Search**.

The search results will display at the bottom of the screen.

4 Click **View** to open the Albertan's appointment record.

The Albertan's appointment record will display.



Cancelling a Future Vaccination Appointment (Continued)

5 Select the **Cancelled** status from the options in the drop-down menu.

6 Click **Confirm Appointment**.

! *The **Status** of the appointment will now be updated to **Cancelled**. The Albertan will receive a cancellation confirmation notification via their preferred communication channel that will contain a link to reschedule their appointment.*

The screenshot shows the Alberta Health Services web interface. At the top, there is a search bar and navigation tabs for 'In-Clinic Experience', 'Home', 'Knowledge', and 'Profiles'. The main content area is titled 'Home' and contains a section for 'Identification'. Under 'Client Information', the following details are displayed:

First Name	Last Name	Birthdate	Sex	Linked ULI	Vaccine Program	Vaccine Type
Zayyan	Patterson	1990-10-01	Female	123451210	COVID_19_Vaccination	

Below this, there are two sections: 'Identification Information' and 'Appointment Details'. The 'Appointment Details' section shows the date as 'Sep 30, 2021' and the clinic as 'CALGARY CO-OP PHARMACY #10'. A dropdown menu for appointment status is open, with 'Cancelled' selected (indicated by a blue circle with the number 5). Below the dropdown is a 'Confirm Appointment' button (indicated by a blue circle with the number 6) and a 'Return to Search' button.

Changing Status of a Missed Vaccination Appointment

Although an Albertan can have multiple appointments in the confirmed status, if the Albertan misses their appointment and their appointment status remains Confirmed, you must change the status of their appointment to reflect the missed appointment.

To change the status of a missed appointment, follow the steps below:

- 1 Navigate to the appointment record by following steps 1 and 2 on page 5 of this User Guide.
- 2 On the Appointment Record page, you will note that the **Status** of the appointment is **Confirmed** and that the Cancel Appointment button is not displayed because the confirmed appointment is in the past.
 - 2a Click on the **Edit Pencil (icon)** next to the appointment status.
 - 2b Click on the drop-down arrow.
 - 2c Update the status of the appointment to **No Show**.

The screenshot displays the 'Appointment Record' page with two overlapping views. The top view shows the 'Appointment Details' section where the 'Status' is 'Confirmed'. A blue box highlights the 'Status' field, and a blue circle with the number '2' is placed over it. A blue box highlights the 'Edit Pencil' icon next to the status, and a blue circle with the number '2a' is placed over it. The bottom view shows the 'Appointment Details' section with a dropdown menu open, showing options: '--None--', 'Confirmed', 'Cancelled', 'Attended', and 'No Show'. A blue box highlights the 'No Show' option, and a blue circle with the number '2c' is placed over it. A blue box highlights the dropdown arrow, and a blue circle with the number '2b' is placed over it. The 'Appointment Code' is SGI-0000163363 and the 'Vaccine Program' is Influenza_Vaccination. The 'Save' button is visible at the bottom.

Changing Status of a Missed Vaccination Appointment (Continued)

2d Click **Save**.

You can now proceed with booking a new appointment for the Albertan. Refer to **How To Book a Vaccination Appointment User Guide** to book a new appointment.

Related **Details**

Client Information

Health Card Number 254789621 <small>This field is calculated upon save</small>	Pre-registered in Meditech <input type="checkbox"/> <small>This field is calculated upon save</small>
Date of Birth 1967-09-12 <small>This field is calculated upon save</small>	

Appointment Details

Appointment Code SGI-0000163364	Address View ⓘ 17515 STONY PLAIN ROAD EDMONTON AB T5S2S1 <small>This field is calculated upon save</small>
Vaccine Program Influenza_Vaccination	*Status ⓘ No Show View all dependencies
Vaccine Type --None--	Dosage --None--

Vaccine Type

Cancel Save

2d

Rescheduling a Vaccination Appointment

To reschedule a booked appointment, you will first cancel the confirmed appointment and then book a new appointment. To reschedule a booked appointment, follow the steps below:

1 Search the Albertan's **Profile** using the **Global Search Bar**.

For Search tips, please refer to Basic Navigation User Guide.

2 Click on the Albertan's **Profile Name**.

The Albertan's Person Account page will display.

3 Navigate to the **Appointment Scheduling** tab of the Person Account Page to book a new appointment.

*Refer to the **How To Book a Vaccination Appointment User Guide** to book an appointment.*

Once the new appointment is booked, the Albertan will receive a confirmation via their preferred communication channel with the details of the new appointment, including the new appointment confirmation number.

The screenshot shows the Alberta Health Services website interface. At the top, there is a search bar with the text 'R-QNLPPZP5' and a magnifying glass icon, highlighted with a blue circle and the number '1'. Below the search bar, there is a navigation menu with 'Clinic in a Box (IPM)' and 'Home' options. The main content area is divided into two sections: 'Search Results' and 'Profiles'. The 'Search Results' section shows 'Top Results' with a list of profiles. The 'Profiles' section shows a table with one result for 'Michele Gauron', with columns for Profile Name, Health Card Nu..., Registration Conf..., Birth Date, Potenti..., Email, Mobile, and Preferred... The 'Michele Gauron' profile is highlighted with a blue circle and the number '2'. Below the search results, there is a 'Person Account' section for 'Michele Gauron' with fields for Health Card Number, Birthdate, Preferred Communication Channel, and Registration Confirmation Number. The 'Appointment Scheduling' tab is selected and highlighted with a blue circle and the number '3'. The 'Appointment Scheduling' section shows a form with fields for Profile Information, Address Information, and Eligibility Information.