

How to Update Personal and Contact Information of an Albertan

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

Updating Personal and Contact Information: Overview

Objectives: To update and Albertan's personal information, address information and contact information in AVBS

AVBS Role: Health Care Provider and Provincial Operations

Pre-Requisite: Albertans should have been registered in AVBS and their Person Account should be accessible

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Updating Personal Information

When an Albertan requests for an update to their personal information in AVBS, you must first open their Person Account record by following the steps below:

- 1 Search for the Albertan's profile using the **Global Search Bar**.

See the *Basic Navigation User Guide* for "Search" tips. A list of profiles will display.

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

The Albertan's Person Account page will display.



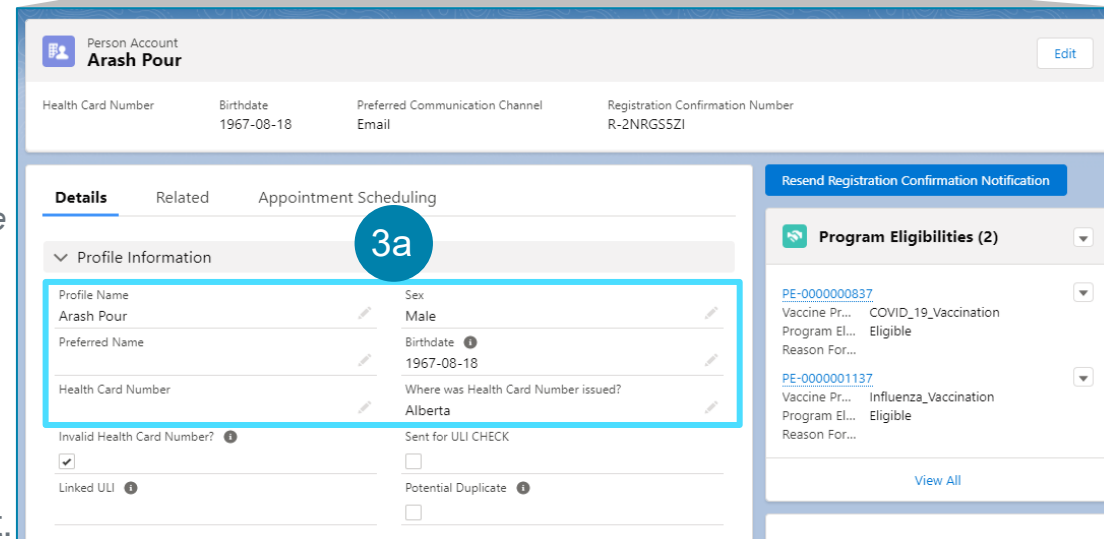
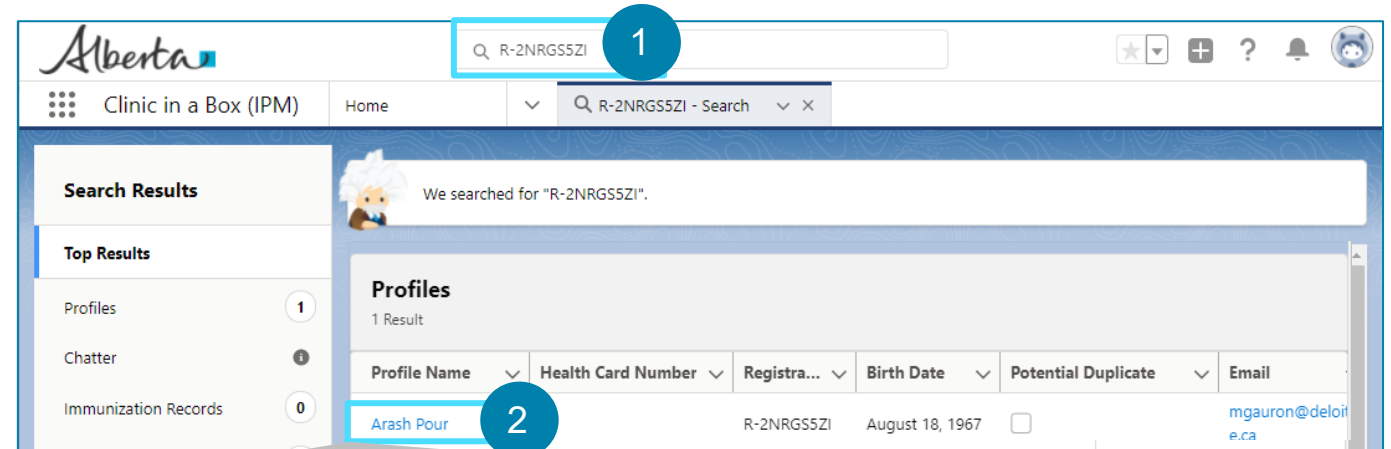
You **MUST** request the Albertan to verify their personal information and check the spelling again before proceeding to the next steps.

- 3 To edit the **Profile Information** of an Albertan, follow the steps below:

- 3a Click on **any** of the **Edit** (pencil) icons under the **Profile Information** section of the Person Account.

4

An editable window will display.



Updating Personal Information (Continued)

3b Within the editable window, make the necessary updates to the Albertan's personal information (**Salutation**, * **First Name**, **Middle Name**, * **Last Name**, **Suffix**, **Preferred Name**, **Health Card Number**, **Where was the Health Card Number Issued?**, **Sex**, * **Birthdate**, and **Pre-registered in Meditech?**).

*Note: All fields marked in * red asterisk are mandatory fields.*

3c Click **Save**.

The screenshot shows a web form for updating personal information. The form is titled "Details" and has tabs for "Related" and "Appointment Scheduling". The "Profile Information" section is expanded and highlighted with a blue border. The fields are as follows:

- Salutation:** --None-- (dropdown)
- First Name:** Arash (text)
- Middle Name:** Middle Name (text)
- Last Name:** Pour (text)
- Suffix:** Suffix (text)
- Preferred Name:** (text)
- Health Card Number:** (text)
- Sex:** Male (dropdown)
- Birthdate:** 1967-08-18 (calendar)
- Where was Health Card Number issued?:** Alberta (dropdown)

There are also checkboxes for "Invalid Health Card Number?" (checked), "Sent for ULI CHECK", and "Potential Duplicate". A "Save" button is highlighted with a blue border and a "3c" callout.

Updating Address Information

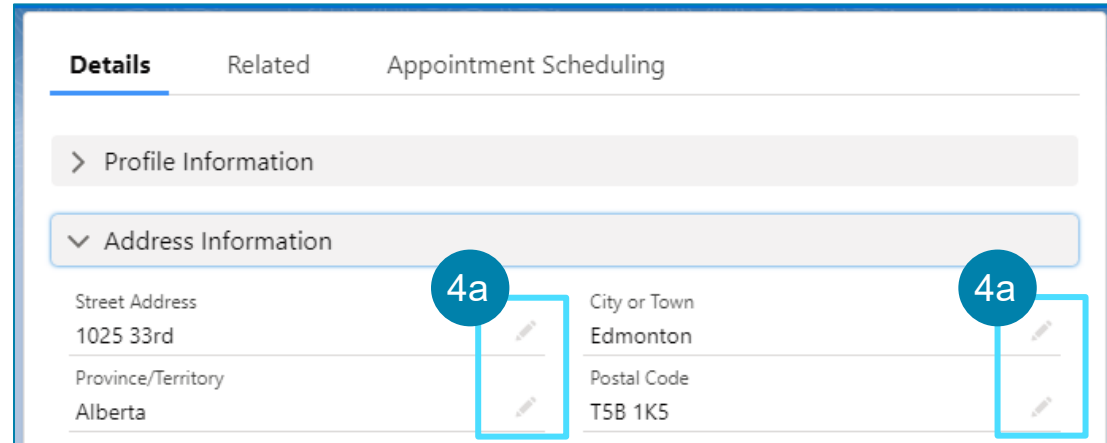
4 To edit the Address Information of an Albertan, follow the steps below:

4a Click on any of the **Edit** (pencil) icons in the **Address Information** section of the Person Account.

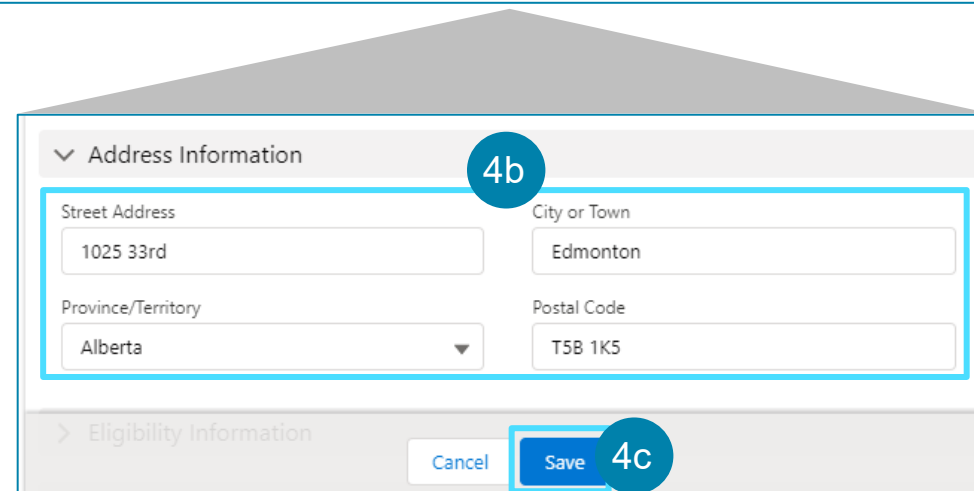
An editable window will display.

4b Within the editable window, make the necessary updates (**Street Address**, **City or Town**, **Province/Territory**, or **Postal Code**).

4c Click **Save**.



The screenshot shows the 'Details' tab of a Person Account. The 'Address Information' section is expanded, showing four fields: Street Address (1025 33rd), City or Town (Edmonton), Province/Territory (Alberta), and Postal Code (T5B 1K5). Each field has a small pencil icon to its right, which is highlighted with a blue box and a '4a' callout.



The screenshot shows the 'Address Information' edit window. The fields are: Street Address (1025 33rd), City or Town (Edmonton), Province/Territory (Alberta), and Postal Code (T5B 1K5). The 'Save' button is highlighted with a blue box and a '4c' callout.

Updating Contact Information

5 To update the Contact Information of an Albertan, follow the steps below:

5a Click on any of the **Edit** (pencil) icons in the **Contact Information** section of the Person Account.

An editable window will display.

5b Within the editable window, make the necessary updates (**Email**, **Mobile**, or **Preferred Communication Channel**).

*If the Preferred Communication Channel is Email, enter an email address in the **Email** field.*

*If the Preferred Communication Channel is SMS, enter a number in the **Mobile** field in which the Albertan can receive text messages.*

*If the Preferred Communication Channel is Phone, enter a phone number in the **Mobile** field.*

5c Click **Save**.

The screenshot displays the 'Details' tab of a person's account. The 'Contact Information' section is expanded, showing fields for Email, Mobile, and Preferred Communication Channel. Step 5a highlights the edit icons for these fields. Step 5b shows the edit window with the Email field containing 'mgauron@deloitte.ca', the Mobile field empty, and the Preferred Communication Channel set to 'Email'. Step 5c highlights the 'Save' button at the bottom of the edit window.