

ALBERTA VACCINE BOOKING SYSTEM (AVBS) ACTION REQUIRED BY COMMUNITY PHARMACIES

AVBS Site Representative:

In May, community pharmacies provided their AVBS Site Representative to Alberta Health. This individual will be responsible for:

- Acting as a key point of contact for the AVBS;
- Assigning and managing **AVBS User Licenses** as the pharmacy authorized approver;
- Disseminating key AVBS information to their peers;
- Supporting system navigation and training of peers;
- Reviewing minimum technical requirements for the AVBS; and,
- Creating appointment availability within AVBS prior to go-live.

From **July 15 to July 20**, Alberta Health will ask community pharmacies to review and confirm their Site Representative within the COVID-19 Vaccine Appointment Reporting (CVAR) portal.

- Pharmacies that provided their Site Representative previously will have the opportunity to update or change if required.
- Pharmacies that recently enrolled into the ACPIP or did not provide their Site Representative in May will have the opportunity to do so.

NOTE: Community pharmacies that **DO NOT** provide an AVBS Site Representative will not receive access to the AVBS nor COVID-19 vaccines.

AVBS User Licenses:

The AVBS is built on the Salesforce Cloud technology, as such, pharmacy staff will require a Salesforce User License to access the AVBS. Similar to accessing Alberta Netcare, users will require a hard or soft token and a unique username and password to access the AVBS. Those assigned an AVBS User License who currently have access to Alberta Netcare will use the same RSA token to access both Alberta Netcare and the AVBS.

Each pharmacy will be provided a fixed number of User Licenses, one of which will be for your AVBS Site Representative. More information on the number of User Licenses that your pharmacy will be provided will come at a later date.

User Licenses are required to access the AVBS and the AVBS Training Environment.

The number of User Licenses that a pharmacy is provided is based on previous immunization history with influenza and COVID-19 vaccines. Pharmacies with previous high immunization rates will receive five; those with lower rates will receive three. The number of AVBS User Licenses available to pharmacies will be reassessed within the next three to six months.

When there is low vaccine demand in the province, AVBS use by the pharmacy will naturally reduce. When this occurs, the number of AVBS User Licenses will decrease to a maximum of

one (1) to two (2) per pharmacy. When vaccine demand increases, the number of User Licenses per pharmacy will then increase. Pharmacies will be informed when the number of User Licenses that they have been assigned will be decrease or increase.

It will be the responsibility of the AVBS Site Representative, as the authorized approver, to assign the User Licenses to themselves and other staff members. Even though it is not mandatory to assign all User Licenses available to you, it is recommended that you provide AVBS access to as many staff members as you can. The pharmacy must have access to the AVBS during all hours of operation and this requires a staff member with a User License.

In May, community pharmacies were asked to provide Alberta Health the list of staff members requiring a User License. Even though community pharmacies provided this information, Site Representatives are required to assign/re-assign their User Licenses from **July 23 to July 30**. More information on the process to assign User Licenses to pharmacy staff members will be provided at a later date.

Alberta COVID-19 Pharmacy Immunization Program (ACPIP) Enrollment:

To receive access to the AVBS, community pharmacies must be enrolled in the ACP/IP. Pharmacies have until **July 30** to submit their ACP/IP enrollment form to Alberta Blue Cross if they have not done so. This includes pharmacies who were enrolled previously, but did not submit an updated ACP/IP enrollment form when there was a change of ownership. After this date, ACP/IP enrollment will be paused until September.

https://www.ab.bluecross.ca/pdfs/ACPIP_Enrollment_Form_Independent.pdf

In addition to enrolling into the ACP/IP, pharmacies must also enroll in the Alberta Vaccine Inventory (AVI) portal to reconcile COVID-19 vaccine supply daily.

<https://forms.gle/F6rKtRgNT7Lkq5Dq8>

ADDITIONAL INFORMATION

Appointment Availability

Prior to August 23, community pharmacies will receive access to the AVBS to create their appointment availability. Following the guidance of the AVBS User Guides and video tutorials, pharmacies will create their own appointment availability schedule that best reflects their hours of operation, staffing and vaccine supplies. Once an Albertan is registered within the AVBS, they will be able to book an appointment based on the schedule the pharmacy creates. Pharmacies must create an appointment availability within the AVBS to ensure access to vaccine supply.

More information regarding appointment schedule set up in AVBS will be provided at a later date.

Walk-in Vaccine Immunization:

Community pharmacies are currently offering COVID-19 vaccines to Albertans through booked appointments and as 'walk-ins'.

As the AVBS is an appointment-booking platform, community pharmacies will **NOT** be required to document walk-in vaccine administrations within the AVBS. Similarly, if a walk-in is scheduled for later in the day, the pharmacy will **NOT** be required to document the vaccine administration within the AVBS.

However, if the administration is rescheduled for a different day, then it must be documented as a booked appointment within the AVBS.

AVBS Registration

An Albertan does not need to be registered in the AVBS when they receive a walk-in COVID-19 vaccine. If the Albertan is not registered at the time of walk-in vaccine administration, pharmacies can direct the Albertan to register online or pharmacies may wish to register the Albertan in the AVBS on their behalf.

AVBS registration will support the Albertan in receiving email/SMS communications, such as reminders for future booked appointments or invitations to book COVID-19 2nd doses or boosters, if applicable.

Booking of Appointments

Albertans will have the ability to book an appointment through the AVBS by one of the following three processes:

- Online within the AVBS
- Contacting Health Link/811
- Contacting the pharmacy directly (via phone or in-person)

In order for the Albertan to book an appointment, they must register within the AVBS. If the Albertan contacts the pharmacy directly to book an appointment and they are not registered, the pharmacy can register the Albertan on their behalf and book the appointment at their pharmacy, or the pharmacy can direct the Albertan to register online or by calling Health Link/811, and then they can book the appointment themselves.

Pharmacy Software Integration with AVBS

Due to the range of pharmacy IT solutions employed within community pharmacies, the AVBS will **NOT** integrate with pharmacy dispensing or point-of-sale software systems. The AVBS is a standalone booking system that will incorporate an Albertan's immunization history from the Immunization and Adverse Reaction to Immunization (Imm/ARI) provincial repository.

Processes that may be included in other booking IT solutions, such as COVID-19 pre-screening questionnaires, obtaining patient consent, claim submissions to Alberta Blue Cross and/or

professional responsibilities related to pharmacy standards of practice will need to be managed by the pharmacy outside of the AVBS.

Influenza Vaccine Administration:

At this time, it has not been determined if the AVBS will support the 2021 Influenza campaign. Albertans have indicated a preference to book a vaccine appointment at a community pharmacy rather than waiting in line as a walk-in, similar to the 2020 Influenza campaign. As more information becomes available, pharmacies will be updated.

Similar to COVID-19 vaccines, walk-in administration of influenza vaccines will be supported for this years' influenza campaign.

COVID-19 Vaccine Appointment Reporting (CVAR) Portal

Starting August 2, pharmacies will only report their COVID-19 booked appointments in the CVAR up to August 29. When the AVBS goes live August 23, access to the CVAR will no longer be required as the AVBS will track all booked COVID-19 appointments going forward.

Questions/Inquires Related to the ACPIP and AVBS

Please contact Alberta Blue Cross at PACVP@ab.bluecross.ca.