

# How to Reschedule or Cancel a Vaccination Appointment

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

As of March 15th, 2022

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

 1-844-705-1265

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# 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, Alberta PHN). 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
Rescheduling a Vaccination Appointment	10

# 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?
<b>Confirmed</b>	This status refers to a confirmed appointment booking.	<ul style="list-style-type: none"><li>This status updates automatically upon successful appointment booking.</li></ul>
<b>Cancelled</b>	This status refers to an appointment that has been cancelled.	<ul style="list-style-type: none"><li>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 Pharmacy console application</li></ul>
<b>Attended</b>	This status refers to an appointment where the Albertan has attended.	<ul style="list-style-type: none"><li>Used by vaccination site staff <b>only</b> to check patient in prior to vaccine administration.</li></ul>
<b>No Show</b>	This status refers to a missed appointment.	<ul style="list-style-type: none"><li>Used by vaccination site staff and 811 staff when an Albertan has not showed up to their appointment.</li></ul>

# 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, Alberta PHN 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 Pharmacy Console interface. At the top, the search bar contains the text "B-5PFJB5QW" with a magnifying glass icon and a "1" in a blue circle next to it. Below the search bar, the "Search Results" section shows "Top Results" with a list of categories: "Appointments" (1 result), "Profiles" (0 results), and "Appointment Day Manage..." (0 results). The "Appointments" section is expanded, showing a table with one result. The table has columns for "Appointment Code", "Appointment Name", "Location", and "Start Date". The row shows "SGI-0000164056", "Influenza\_Vaccination - Abby Tester", "AHS EDMONTON EXPO CENTER (PFIZER)", and "2021-11-08, 8:20 AM". A blue circle with the number "2" is placed over the "Appointment Code" cell. Below the table, a detailed view of the appointment is shown. The title is "Appointment Influenza\_Vaccination - Abby Tester". Below the title, there are fields for "Appointment Confirmation Number" (B-5PFJB5QW), "Subject" (Influenza\_Vaccination - November 8 2021 08:20 AM - Abby Tester), "Health Card Number", "Start Date" (2021-11-08, 8:20 a.m.), and "Status" (Confirmed). There are buttons for "Edit", "Printable View", and "Clone". Below this, there are sections for "Related" (with a "Details" tab selected), "Client Information" (with fields for Health Card Number, Date of Birth, and Pre-registered in Meditech), and "Appointment Details" (with fields for Appointment Code, Vaccine Program, Vaccine Type, Address View, and Dosage). On the right side, there are buttons for "Change Status" (set to Confirmed), "Supply Disruption", and "Resend Booking Confirmation Notification". Below these are "Activity" and "Upcoming & Overdue" sections.

# Cancelling a Future Vaccination Appointment (Continued)

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

3a Update the status to **Cancelled** by selecting from one of the options in the drop-down menu.

*The **Change Status** button will become enabled.*

3b Click **Change Status**.

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

*If the appointment is in the past, the Cancelled status will not appear. In this case, you will update the status as appropriate to Attended or No Show*

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

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

3d 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.*

# 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 Click on the **Register** Tab .
- 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.*

The first screenshot shows the 'Pharmacy Console' with the 'Register' tab highlighted by a red circle with the number 1. Below the navigation bar, there is a 'Manually Register New Citizen' button and a 'Search By Client Information' section with several search input fields.

The second screenshot shows the search results page. The 'Search' button is highlighted with a red circle with the number 3. Below the search filters, the results are displayed in a table. The first row of the table is highlighted with a red circle with the number 4, and the 'View' button in the last column of that row is also highlighted with a red circle with the number 4. The table header includes columns for 'Clinic L...', 'Appointm...', 'PHN No.', 'Confirmat...', 'Profile Na...', 'Vaccine Pr...', 'DOB (Age)', and 'Sex'. The first row of data shows a patient at 'CALGARY CO-OP PHARMACY #10' with an appointment on 'September 30, ...'.

# 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 displays the Alberta Pharmacy Console interface. At the top, there is a navigation bar with the Alberta logo, a search bar, and various utility icons. Below this is a breadcrumb trail: Pharmacy Console > Home > Register > Profiles > Appointments > Reports > Login Defaults. The main content area is titled 'Home' and features a section for 'Identification'.

The 'Client Information' section includes a table with the following data:

First Name	Last Name	Birthdate	Sex	Linked ULI	Vaccine Program	Vaccine Type
Zayyan	Patterson	1990-10-01	Female	123451210	COVID_19_Vacci	nation

Below this is the 'Appointment Details' section, which includes a dropdown menu for appointment status. The status is currently set to 'Cancelled', with a blue circle containing the number '5' highlighting this selection. Other details include the date 'Sep 30, 2021', clinic name 'CALGARY CO-OP PHARMACY #10', and clinic location '8220 CENTRE ST NE, CALGARY, AB, T3K1J7'. At the bottom of this section, there is a dropdown menu for appointment type (currently showing 'please select appointn') and a blue button labeled 'Confirm Appointment', with a blue circle containing the number '6' highlighting this button. A 'Return to Search' button is also visible at the bottom right.

# 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**.

2a Update the status to **No Show** by selecting from one of the options in the drop-down menu.

*The **Change Status** button will become enabled.*

2b Click **Change Status**.

*The page will refresh and the status will be updated automatically.*

The screenshot displays the 'Appointment Record' for 'COVID\_19\_Vaccination - Abby Tester'. The status is 'Confirmed'. A 'Change Status' button is highlighted with a blue box and a '2' callout. A dropdown menu is open, showing options: 'Confirmed', 'Attended', and 'No Show'. The 'No Show' option is selected with a blue box and a '2a' callout. A '2b' callout points to the 'Change Status' button. The page shows appointment details, client information, and an activity section.

Appointment Confirmation Number	Subject	Health Card Number	Start Date	Status	Location
B-21VB15VE	COVID_19_Vaccination - Oct...		2021-10-31, 9:00 a.m.	Confirmed	AHS CHESTERMERE COMMUNITY...

Client Information:

Health Card Number	Pre-registered in Meditech
Date of Birth	<input type="checkbox"/>
2000-10-13	

Appointment Details:

Appointment Code	Address View
SGI-0000164033	288 KINNIBURGH BOULEVARD
Vaccine Program	CHESTEMERE
COVID_19_Vaccination	AB
Vaccine Type	T1X0V8
Pfizer	Dosage
	First dose

Activity:

Filters: All time • All activities • All types

Refresh • Expand All • View All

Upcoming & Overdue:

No next steps.  
To get things moving, add a task or set up a meeting.

No past activity. Past meetings and tasks marked as done show up here.

# 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 displays the Alberta Pharmacy Console interface. At the top, a search bar contains the text 'R-QNLPPZP5' and is highlighted with a red circle and the number '1'. Below the search bar, the 'Search Results' section shows a table with one result for 'Michele Gauron', with the name highlighted by a red circle and the number '2'. The table columns include Profile Name, Health Card Nu..., Registration Conf..., Birth Date, Potenti..., Email, Mobile, and Preferred ... . Below the search results, the 'Person Account' page for Michele Gauron is shown. The 'Appointment Scheduling' tab is selected and highlighted with a red circle and the number '3'. The page displays various fields for profile information, address information, and eligibility information.

Profile Name	Health Card Nu...	Registration Conf...	Birth Date	Potenti...	Email	Mobile	Preferred ...
Michele Gauron	254789621	R-QNLPPZP5	September 12, 1967	<input type="checkbox"/>	mgauron@deloitte.ca		Email

  

Details	Related	Appointment Scheduling	
<b>Profile Information</b>			
Profile Name	Michele Gauron	Sex	Prefer not to answer
Preferred Name		Birthdate	1967-09-12
Health Card Number	254789621	Where was Health Card Number issued?	Alberta
Invalid Health Card Number?	<input checked="" type="checkbox"/>	Sent for ULI CHECK	<input type="checkbox"/>
Linked ULI		Potential Duplicate	<input type="checkbox"/>
		Reviewed as Duplicate (AH/AHS)	<input type="checkbox"/>
<b>Address Information</b>			
Street Address	458 33e	City or Town	Montreal
Province/Territory	Alberta	Postal Code	H8P 2Y8
<b>Eligibility Information</b>			