

How to Resend Registration/Booking Confirmation to an Albertan

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

 AlbertaVaccineBookingSystemSupport@gov.ab.ca

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

Resending Registration or Booking Confirmation to Albertans: Overview

Objectives: To resend registration confirmation or appointment booking confirmation to a Albertan using AVBS

AVBS Role: Health Care Providers and Provincial Operations

Pre-Requisite: Albertans should have confirmed registration or booking for vaccination in AVBS

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3 **Note:** The term vaccination site used throughout this user guide refers to pharmacies, AHS clinics and physician offices.



How to Resend Registration Confirmation to Albertans

To resend the **Registration Confirmation** notification:



1a Search for the Albertan by using their **Registration Number, Legal First Name, Legal Last Name** or **Alberta PHN**.

See the *Basic Navigation User Guide* for “Search” tips.

Tip: Unable to find the Albertan’s profile?

If you searched by name, double check the spelling.

If you searched by PHN, double check the PHN.

If this does not work, it is possible that the Albertan’s registration did not complete. In this case, register the Albertan.

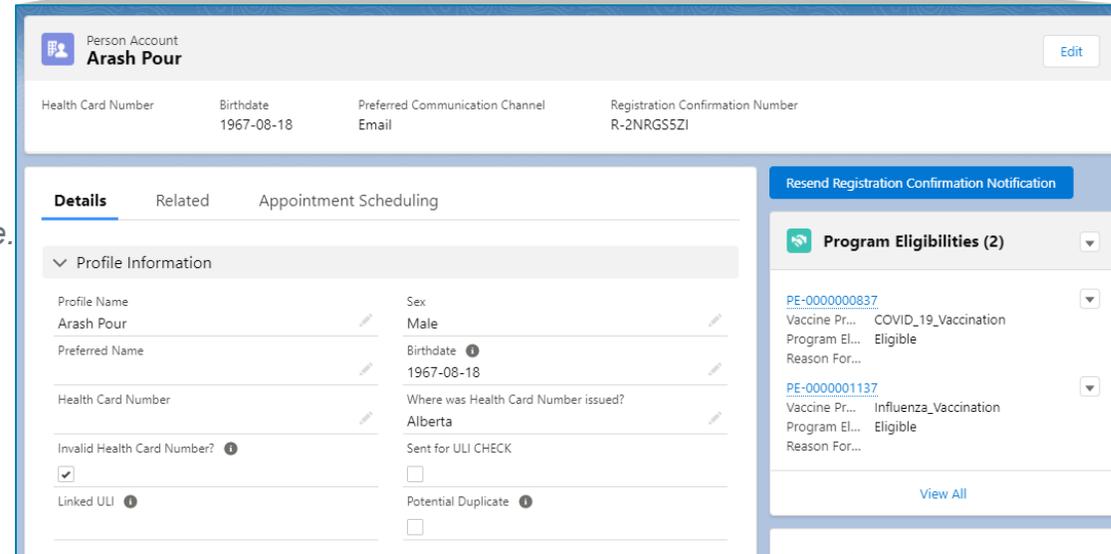
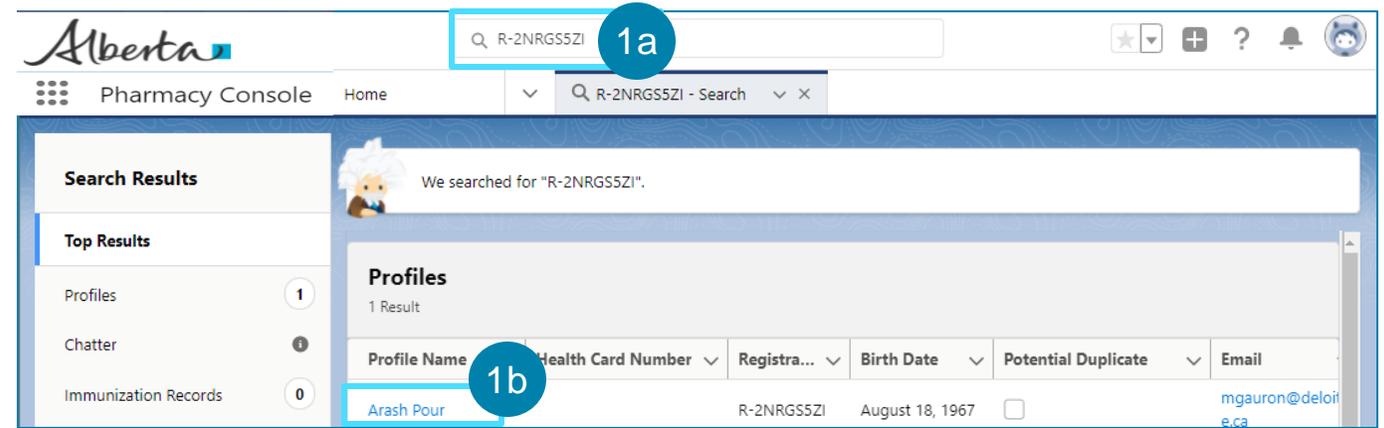
Tip: Did you find multiple profiles?

Ask prompting questions, such as “Can you please confirm your DOB?” to ensure you select the correct Albertan profile.

If the Albertan is not registered in AVBS, please refer to the [How to Register an Albertan User Guide](#).

1b Select the Albertan’s **Profile Name**.

The Albertan’s *Person Account* page will display.



How to Resend Registration Confirmation to Albertans (Continued)

1c Once on the Albertan's Person Account page, confirm that there is a **Registration Confirmation Number**.

1d Confirm the **Contact Information**, particularly the **Preferred Communication Channel** details.

1e Click the **Resend Registration Confirmation Notification** button.

Note: the Albertan will then receive a confirmation notification via their preferred communication channel.

! *If any of the Albertan's information needs to be updated, you can do so by clicking on the Edit (pencil icon). Refer to the How to Update Personal and Contact Information of an Albertan User Guide for more detailed information.*

The screenshot shows the Alberta Person Account page for Arash Pour. The page is divided into several sections:

- Header:** Alberta logo, Pharmacy Console, Home, Register, Profiles, Appointments, Reports, Login Defaults, and user name Arash Pour.
- Person Account Summary:** Arash Pour, Health Card Number, Birthdate (1967-08-18), Preferred Communication Channel (Email), and Registration Confirmation Number (R-2NRG55ZI). Callout 1c points to the Registration Confirmation Number.
- Details Section:** Profile Information, Address Information, Eligibility Information, and Contact Information. Callout 1d points to the Contact Information section.
- Contact Information:** Email (mgauron@deloitte.ca), Mobile, and Preferred Communication Channel (Email). Callout 1d points to the Preferred Communication Channel.
- Resend Registration Confirmation Notification:** A button to resend the notification. Callout 1e points to this button.
- Program Eligibilities (2):** Two eligible programs are listed: COVID-19 Vaccination and Influenza Vaccination.
- Activities:** A section for upcoming and overdue activities, currently showing "No next steps."

How to Resend Booking Confirmation to Albertans

To resend the **booking confirmation** notification:

Begin with step **1a** of this User Guide: searching for the Albertan's profile.

2a Once on the Albertan's Person Account page, click on the **Related** tab.

2b Click on the **Appointment Code** link.

The appointment page will display

2c On the Appointment page, confirm that the Albertan has an **Appointment Confirmation Number** (begins with "B").

2d Click the **Resend Booking Confirmation Notification** button.

The Albertan will receive a booking confirmation notification via their preferred communication channel. Please note that the preferred communication channel may differ from the one captured for registration, as the Albertan is asked to validate this information when booking their appointment.

Appointment booking links cannot be resent to Albertans in AVBS – they are sent to Albertans via their preferred communication channel after registration, and if they cancel their vaccination appointment.

The screenshot shows the 'Person Account' page for Arash Pour. The 'Related' tab is highlighted. Below it, there is a table of appointments:

Appointment Code	Status	Appointment Name	Subject
SGI-000000175	Incomplete	COVID-19 Vaccination ...	COVID-19 Vaccination ...
SGI-000000202	Cancelled	COVID_19_Vaccination...	COVID_19_Vaccination...
SGI-000000243	Confirmed	COVID_19_Vaccination...	COVID_19_Vaccination...

On the right side, there is a 'Resend Registration Confirmation Notification' button and a 'Program Eligibilities (2)' section.

The screenshot shows the 'Appointment' page for 'COVID_19_Vaccination - Arash Pour'. The 'Appointment Confirmation Number' is highlighted as B-JEZM4VBA. On the right side, there is a 'Resend Booking Confirmation Notification' button.