How to Update Facility Information

AVBS User Guide – Health Care Provider and Provincial Operations As of February 25th, 2022

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



AlbertaVaccineBookingSystemSupport@gov.ab.ca

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





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.

L.	_			
E	-	_	1	
1	_		· I	

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/PHL.

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 Facility Information: Overview

Objectives:	To create a new facility record, as well as update facility information including creating a new address, and future address.					
AVBS Role:	Health Care Provider and Provincial Operations					
Pre-Requisite:	equisite: Your user account should have been created in AVBS and you should have received an email with th Salesforce URL to be able to access AVBS					
Table of Content	S	Page Number				
Creating a Facility Record 4 – 7						
Creating a New Address for a Facility 8 – 12						
Creating a Future Address for a Facility 13 – 14						
How to Edit Facility Information 15 – 16						
Scenarios for Making Changes to a Pharmacy Facility Record 17 – 18						
Scenarios for Making C	hanges to an AHS Site Facility Record	19 – 20				
Facility Record Facility	Descriptions	21				

Aberta D

Creating a Facility Record



Each facility must have their own facility record. In AVBS, facility records are managed under Profiles in the Clinic-in-a-Box (IPM) app. To create a facility record, follow the steps below:

- After logging in to AVBS, make sure you are in the Clinic-in-a-Box (IPM) app. If you are not, navigate to this app.
 - Click on the **App Launcher** and start typing Clinicin-a-Box (IPM).
 - b Select Clinic-in-a-Box (IPM) from the options available.

You will be directed to the Clinic-in-a-Box (IPM) home page.

- Click the **drop-down arrow** next to the currently opened tab.
- Click on **Profiles**.

Creating a Facility Record (Continued)

Select Facility.

Click on New.

Click Next.

A pop-up window will display and prompt you to fill out the new facility information.

Enter the new facility information:

Please enter all fields that are applicable to your facility. It is recommended that you enter as much information as possible. Refer to slide 18 of this user guide to understand the key fields, the purpose of these fields and the information required.

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



4		
(0	h
	2	D

2c

1e

Select the **Health Authority** from one of the options in the drop-down menu, if applicable.

Enter the **Service Delivery Location (SDL)**, if applicable.

This is the Delivery Service Registry ID (DSRID) associated with the clinics, except for AHS clinics.

	Alberta All -	Q Search Profiles and more	* 🖬 ? 🐥 👼
-	Clinic in a Box (IPM) Profiles	~	1e
	Profiles Recently Viewed 12 items • Updated a minute ago		Q Search this list
/	Profile Name \checkmark Heal	Ith \vee Registrat \vee Birthd \vee Po	V
	New Profile: Facility		New Profile
	Profile Information Profile Name	Active	Facility Hospital, Clinic, Long Term Care Facility or Private Practice
		None	Participant Person Account Record Type For Screepi am Participant
to	2bNone	Туре	19
		None	Cancel Next
	Service Delivery Location (SDL)	Sub-TypeNone	
	Health Zone	Parking Available	
	None		
	* Security Group	Available Vaccines	
ons		Available Chosen	
		Influenza	
		•	
		Moderna	
ted		Pfizer	
.00	Cancel Save	e & New Save	Alberta

Creating a Facility Record (Continued)



2e

Select the **Health Zone** associated with the facility from one of the options in the drop-down menu, if applicable.

* Enter the Security Group.

For Pharmacies, input the Wellnet Distributed Facility Identifier (WDFA) code (ex. ABD7). For AHS Sites, input the Health Zone (Ex. Calgary, North).



Select if the current status is Active.





2

Select the **Sub-Type** from one of the options in the dropdown menu, if applicable.

- 2i Check off the box if there is **Parking Available.**
 - Select the Available Vaccines at the facility.
- A Move the available vaccine types from the Available column to the **Chosen** column using the **P** arrow.

Repeat this step until you've chosen all vaccine types available at the facility. You can also use the **4** to remove vaccine types from the **Chosen** column. Vaccine types that are left under the **Available** column will not appear as available for appointment booking.

ofile Information	
* Profile Name	Active
Q	None 2f
Health Authority	Туре
None	None 2g
Service Delivery Location (SDL) (Sub-Type
	None
Health Zone 🚯	Parking Available 2i
None	
*Security Group 🚯	Available Vaccines 🚯
	Available Chosen
	AstraZene 2k
	2j Influenza
	Moderna
	Pfizer
Cancel	Save & New Save

Creating a Facility Record (Continued)

21 *

2m

* Search Territory.

This is the city of the facility, and is required in order for citizens to be able to book appointments at your facility.

Enter the BCH External ID.

This is a unique identified for clinics. For Pharmacies, use a WDFA code and for AHS Clinics, use a DMS code.

Click Save.

A success banner will display and you will be navigated to the **Details** section of the facility record.



Alberta

Creating a New Address for a Facility

It is required that each facility has an active address. A facility can only have two active addresses for a single facility record. This allows a facility to maintain one current address and one future address at any given time. To create a new address for a facility, follow the steps below:

Navigate to the **Related** tab of the facility record.

Under the Addresses section, click **New**.

A pop-up window will display and prompt you to fill out the new address information.



8



The **Latitude** and **Longitude** are represented by a decimal number between -90 and 90. If geolocation of your facility is not known, enter your facility address on Google Maps outside of this application to obtain the geolocation.

Ν	ew Address
nformation	
Profile	Province/State
Michele's Pharmacy	× 60
*Address 1	Postal/Zip 60
Address 2	Country
Address 3	Address Geolocation
	*Latitude 6f *Longitude 6g
*City	
Jsage	
Start Date 🕚	Primary Address (1)
2021-07-14	
*Status 🚯	Override Existing Future Address
Active	•





6i

Select the **Start Date**, Please note that the start date should be in the future.

* Set the Status to Active.

If a facility has no previous addresses and creates a new one with the **Status** set to **Active**, this address will default as the primary address.

Note: A facility can only have one primary address at any given time. If you try to set more than one primary address, an error message will display.



Click Save.

A success banner will display, and you will be navigated back to facility address record.

Note: The Address Effective Start Date Message field in the facility record will remain blank.

Information		Frofile Michele's Pharmacy 🔺	Ed
Profile AHS Airdrie Community Health Centre	Province/St	Address 1 Active 123 45th Street Yes	
*Address 1	5 Postal/Zip	Related Details Activity Scheduler	
11 3rd Line		Profile Name Active	
Address 2	Country	Michele's Pharmacy Yes Health Authority Type	
		Alberta Health Pharmacy Service Delivery Location (SDL) Sub-Type	/
Address 3	Address Ge		1
Adures a	*Latitude	Edmonton	
	43.54805	Security Group 10	
	*Longitude	✓ Address Information	
	-79.7353	Address 1 Province/State	
		Address 2 Postal/Zip	
* City	5	T1Z2G6 City Province/Territory	
Edmonton		Edmonton Alberta	1
		Territory Address Effective Start Date Message 0	
Usage			
tart Date 0 6h	😏 Primary Add	dress O	
2022-02-16	*		
tart Date must be in the future			
Status 0	Override E	isting Future Address 🚯	
Active	_ 0		

From the address record, you will have the ability to edit, clone and assign/change owners of the record.

Click **Edit** to edit the address information.

An editable pop-up box will display.



8

Make the necessary changes and click **Save**.

Click **Clone** to clone the address record and use as a template when adding a new address to the facility record.

A New Address pop-up box will display. See step 10 of this user guide for how to create a future address for a facility.

8a Enter the New Address information as necessary and click **Save**.





Every address record is assigned to an owner. This provides the user with Read, Edit, and Delete access to the record. If the owner of the record needs to be changed, follow the steps below.

Click **Change Owner** to assign the address record to an existing AVBS user.

A pop-up box will display.

- 9a Assign a user by beginning to type their name into the **Search Field**.
- 9b You can choose to **Send notification email** to the selected user by checking off this checkbox.

Unchecking the box will not send notification email.

Click Submit.

A success banner will display indicating that the selected user now owns the record.

Creating a Future Address for a Facility



When a facility location is going to change, you can enter the future address as well as the future date that the new address will become effective. This will create an external message to users to notify users of the change.

10

To create a future address for facility, follow steps 4 to 6g of this user guide and then proceed with the steps below:

a Enter the effective **Start Date** for this address.

Select the start future date by clicking on the calendar icon.

* Set the Status to Active.

Click Save.

10b

A success banner will display, will be navigated back to facility address record.

Note: The Address Effective Start Date Message field in the facility record will be populated with the following message: Please Note: Starting [future date], this clinic will be located at [Address]. This is a citizen-facing message that appears at the time of booking an appointment. It is based on the effective start date identified for the address.

If you try to create a third address, an error message will display that will ask you to override a previous address to create the new one.

The error message will say the following: **Our records show that** this facility is scheduled to a new location starting [Date]. Saving this address will override the existing future address. If you wish to continue, please select the "Override Existing Future Address?" checkbox and then select "Save."



10d In order to activate the third address and deactivate the existing future address, select the Override Existing Future Address? checkbox.



Click Save.

Note: This action will not override the Primary Address.





How to Edit Facility Information

6 Alberta Q michele's pharmacy 11a ★ - 日 ? . All 🔻 Clinic in a Box (IPM) Q michele's pharmacy ... V X Profiles \sim Search Results Profiles 2 Results • Sorted by Relevance V Top Results He... ∨ Re... ∨ Bir... ∨ Poten... ∨ Em... ∨ M... ∨ Pr... ∨ Profile Name 2 Profiles Michele's Pharmac • Chatter 0 • Michele's Pharmacy Edit Address Activ Yes 123 45th Street rch everything. pdown next to the search box, or in Related Details Activity Scheduler 11c 11c Profile Name Active 👩 Michele's Pharmacy Yes Health Authorit Pharmacy Alberta Health Service Delivery Location (SDL) Sub-Type Health Zone 🚯 Parking Available Edmonton Security Group 🚯 Available Vaccines LIEH8 Influenza:Pfizer ✓ Address Information Province/State Address 123 45th Street Alberta Address 2 Postal/Zip T1Z2G6 City Province/Territory Edmontor Alberta Territory Address Effective Start Date Message 🚯 Please Note: Starting Aug 25,2021, this clinic will be located at 345 67th,Edmonton,Alberta,T2D3J8

You may need to make changes to a facility record. Depending on the change made to the record, there are different actions that you will need to perform based on the scenario. To edit fields of a facility record, follow the steps below:

11a Navi Sea

11c

Navigate to the Facility Record by using the **Search Bar**.

Select the **Profile Name** of the facility.

Click any of the **Edit Pencil** icons to edit the following fields:

- Profile Name
- Health Authority
- Service Delivery Location
- Health Zone
- Security Group
- Active
- Type
- Sub-Type
- · Parking Available
- Territory
- Province/Territory

How to Edit Facility Information (Continued)



Once necessary edits have been made, click **Save**.

If there has been updates made to the **Security Group** field, a warning will appear. Sharing rules will recalculate every 10 minutes. Allow this time to pass for sharing rules to update for new Security Group.

Warrning!

Security Group on this facility was changed. Sharing Recalculation in progress...

Profile AH 101 PHARMACY				Edit
Idress 1 Active IO7 CENTRE ST NW Yes				
Related Details Activity Scheduler				
* Profile Name		Active 1		
AH 101 PHARMACY		Yes		•
Health Authority		Туре		
Alberta Health	•	Pharmacy		•
Service Delivery Location (SDL)		Sub-Type		
1.00E+14		Existing HA Site		-
Health Zone 🕚		Parking Available		
Calgary	•	✓		
*Security Group 🚯		Available Vaccines 🚯		
FAC-0886		Available	Chosen	
	-	Astra7110	Pfizer	
	Cancel	Save 11d		

Scenarios for Making Changes to a Pharmacy Facility Record

Below is a list of the possible scenarios, as well as the actions that are required to update a Pharmacy facility record in AVBS.

Scenario	Details	Result	Action in Salesforce	Facility Record Updates	Citizen Notification Required?
1	Net new site	New WDFA New DSRID	 Create a new facility Create a new address Create a new appointment schedule 	Create net new	No
2	 Same physical address New ownership New name Site is open 	New WDFA Same DSRID	 Update facility record 	 Change profile name Change security group with new WDFA Change BCH_External_ID with new WDFA 	No – Pharmacies will not require citizen notifications for name change
3	 Same physical address New ownership New name Site is closed and re- opened 	New WDFA Same DSRID	 Update facility Mass cancellation of appointments, if required 	 Change profile name Change security group with new WDFA Change BCH_External_ID with new WDFA Change record to inactive during close and reactivate once open 	No – Notification is not required for name change. If mass cancellation of appointments is required, onus is on the pharmacy to complete
4	New physical addressSame ownershipSame name	Same WDFA New DSRID	 Update facility Update address Mass update Appointment Day Management records 	 Create new address information with effective start date Change SDL to new DSRID Update ADM records with new address 	Yes – Pharmacies are responsible for notifying citizens of address change



Click on the icon to view the Excel working document, as well as examples for each scenario.

Scenarios for Making Changes to a Pharmacy Facility Record (Continued)

Scenario	Details	Result	Action in Salesforce	Facility Record Updates	Citizen Notification Required?
5	New physical addressSame ownershipNew name	Same WDFA New DSRID	 Update facility Update address Mass update Appointment Day Management records 	 Change profile name Change SDL to new DSRID Create new address information with effective start date = TODAY Update ADM records with new address 	Yes – Pharmacies are responsible for notifying citizens of address change
6	 Same physical address Same ownership New name Site is open 	Same WDFA Same DSRID	Update facilityMass cancellation of appointments, if required	Change profile name	No – Notification is not required for name change
7	New physical addressNew ownershipNew name	New WDFA New DSRID	 Update facility Update address Mass update Appointment Day Management records 	 Change profile name Change SDL to new DSRID Change security group with new WDFA Change BCH_External_ID with new WDFA Create new address information with effective start date = TODAY Update ADM records with new address 	Yes – Pharmacies are responsible for notifying citizens of address change
8	Permanent site closure	New	Update facilityMass cancellation of appointments, if required	Change record to inactive	If mass cancellation of appointments is required, onus is on the pharmacy to complete

Scenarios for Making Changes to an AHS Site Facility Record

Below is a list of the possible scenarios, as well as the actions that are required to update an AHS Site facility record in AVBS.

Scenario	Details	Result	Action in Salesforce	Facility Record Updates	Citizen Notification Required?
1	Net new site	New DMS# Security Group = Existing Healthzone	 Create a new facility Create a new address Create a new appointment schedule 	Create net new	No
2	 New physical address 	New DMS# Same Healthzone	Create a new address	 Create new address information with effective start date Update ADM records with new address Extract citizen notification report 	Yes – Extract Confirmed Appts Report and send notification to affected citizens via Email/SMS. 811 is responsible for phone calls to citizens
3	New name	Same DMS# Same Healthzone	Update facility	Change profile nameExtract citizen notification report	Yes – Extract Confirmed Appts Report and send notification to affected citizens via Email/SMS. 811 is responsible for phone calls to citizens

19



Scenarios for Making Changes to an AHS Site Facility Record (Continued)

Scenario	Details	Result	Action in Salesforce	Facility Record Updates	Citizen Notification Required?
4	New physical addressNew name	Same DMS# Same Healthzone	 Update facility Update address Mass update Appointment Day Management records 	 Change profile name Create new address information with effective start date = TODAY Update ADM records with new address 	Yes – Extract Confirmed Appts Report and send notification to affected citizens via Email/SMS. 811 is responsible for phone calls to citizens
5	 Temporary closures and re-openings at same physical address 	Same DMS# Same Healthzone	 Update facility Mass cancellation of appointments, if required 	Change record to inactive	If mass cancellation of appointments is required, onus is on the AHS clinic to complete
6	 Permanent closures 	Same DMS# Same Healthzone	Update facilityMass cancellation of appointments, if required	Change record to inactive	If mass cancellation of appointments is required, onus is on the AHS clinic to complete

Facility Record Field Descriptions

Below are the descriptions of fields shown in a facility record:

Field	Description
Phase	Indicate the go-live date for that facility (i.e. August 16, 23, 30)
Health Authority	Free from text to enter the Health Authority associated with the Facility (i.e. Alberta Health Services or Alberta Health)
Health Zone	The Health Zone in which the facility is located
Security Group	WDFA value for Pharmacies (006B) or the Health Zone for AHS Clinics (Calgary, North, Edmonton etc.)
Clinic Name	Free form text to enter clinic name. Maximum field length is 80.
ClinicID	Unique WDFA code assigned to each Pharmacy (i.e. 006B) OR the unique DMS ID assigned to each AHS Site (037)
Service Delivery Location (SDL)	Delivery Service Registry ID (DSRID) for each Pharmacy. Leave blank if not applicable (i.e. AHS Clinics)
Record Type	Do not update. Leave as default value "Clinic"
Туре	Use "Pharmacy" if the facility is a pharmacy, use "Alberta Health Services Site" if the facility is an AHS Site or "Physician's Office" if the facility is a physician's office
Sub-Type	Select from the field drop-down list. See definitions below under Site Archetypes.
Address Line 1	Free form text to enter clinic address. Maximum field length is 50 characters.
Address Line 2	Free form text to enter clinic address. Maximum field length is 50 characters.
City	Free form text to enter city/community where clinic is located. Maximum field length is 50.
Province	Do not update. Leave as default value "AB"
Postal Code	Enter 6 character postal code with no spaces.
Latitude	Latitude (geo-location) of the facility
Longitude	Longitude (geo-location) of the facility
Territory	The city in which the clinic is located

Alberta