How to Update Personal and Contact Information of 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

Alberta

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

Alberta

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

Table of Contents	Page Number
Updating **Personal Information**	4 – 5
Updating **Address Information**	6
Updating **Contact Information**	7

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

Alberta

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.

An editable window will display.
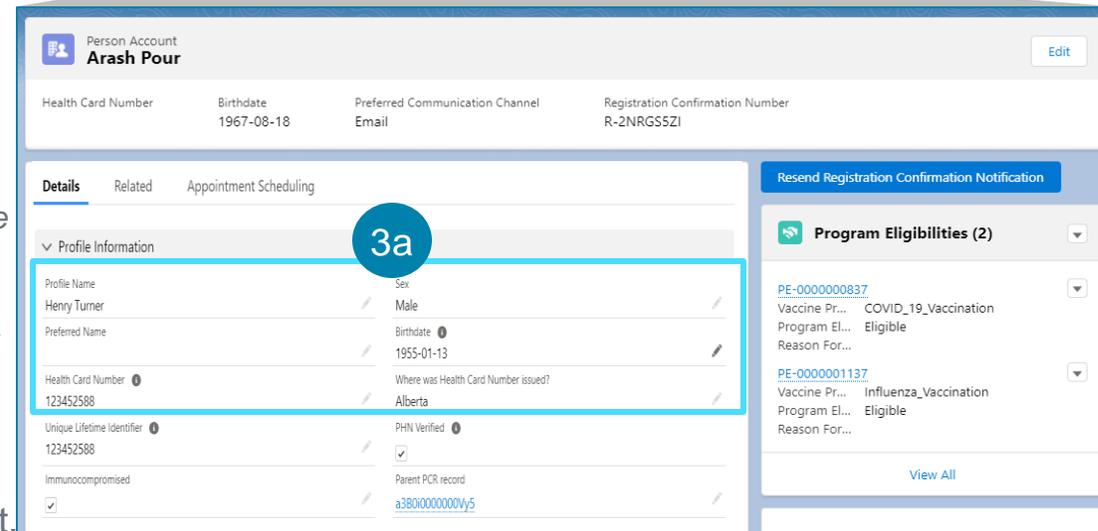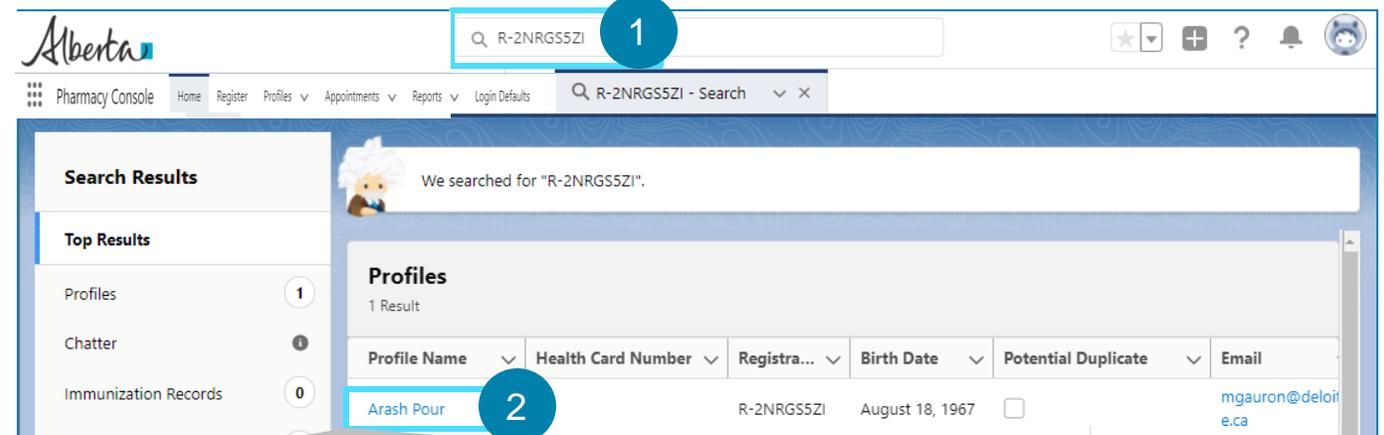
Updating Personal Information (Continued)

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**.
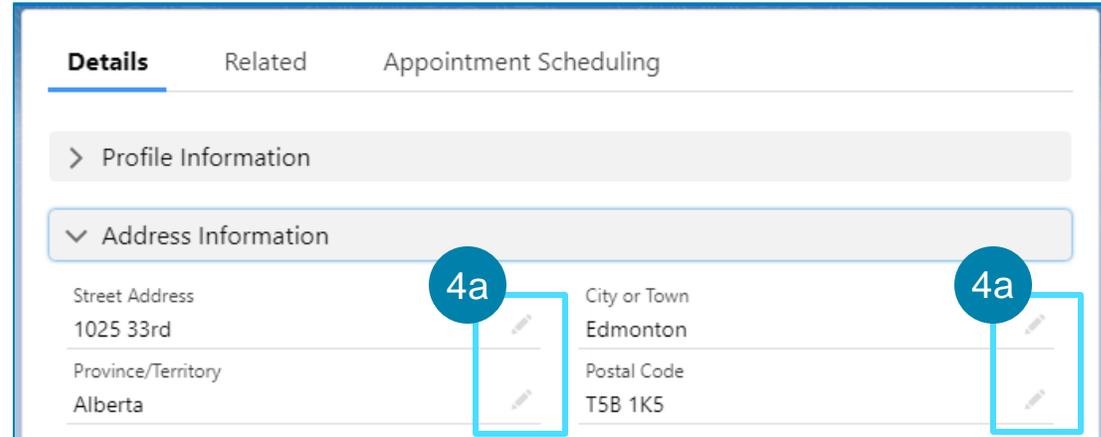
Updating Address Information

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.
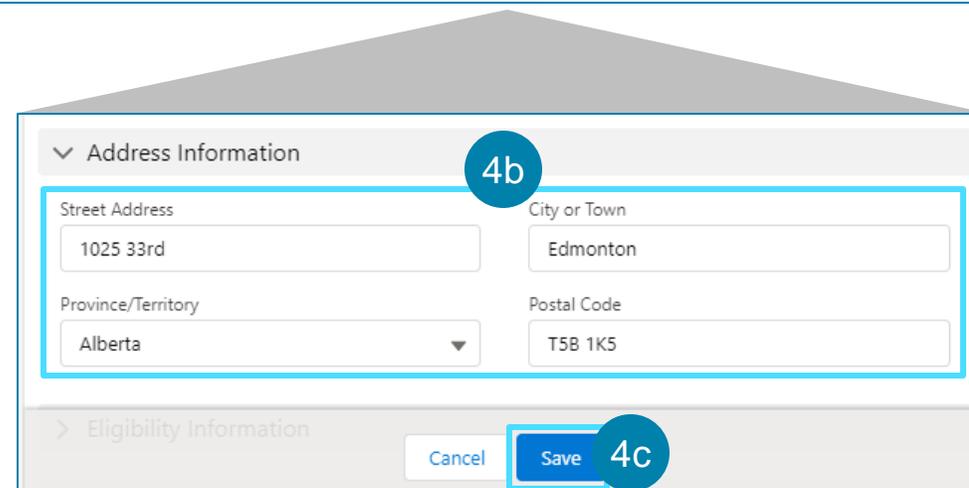
An editable window will display.

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

4c Click **Save**.

Details	Related	Appointment Scheduling

> Profile Information

∨ Address Information

Street Address
1025 33rd

4a

City or Town
Edmonton

4a

Province/Territory
Alberta

Postal Code
T5B 1K5

∨ Address Information

4b

Street Address
1025 33rd

City or Town
Edmonton

Province/Territory
Alberta

Postal Code
T5B 1K5

> Eligibility Information

Cancel   Save **4c**

Alberta

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**.