Overview of Vaccine Management in AVBS

Reference Guide – Health Care Providers and Provincial Operations

As of February 25th, 2022

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

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Purpose Of This Document

This reference guide provides an overview of how Alberta's vaccine administration is managed through the **AVBS**, a Salesforce-based tool that will provide a single, integrated and standardized platform to manage and track vaccine appointment bookings and administration.

Who Can Use This Document

- **Health Care Providers**
- **Provincial Operations**

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

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AVBS includes the following components: Albertan-facing **AVBS Vaccination Portal** that provides a self-managed experience for Registration and Booking; and the **AVBS Applications (Apps)** that provides an easy way to manage Registration and Booking on behalf of Albertans for Health Care Providers and Provincial Ops as well as to manage end-to-end booking at these vaccination sites.

The Albertan-facing **AVBS Vaccination Portal** allows Albertans to register themselves and book their vaccination appointment using their personal information, such as Legal First Name, Legal Last Name, Preferred Name, Sex, Date of Birth, Address, Postal Code, Health Card Number, and Preferred Contact details.

The **AVBS Apps** are easy-to-use, intuitive, secure, digital tools to help manage vaccine administration from registering an Albertan and booking their appointment to checking them in and out at different vaccination sites.

Note: *This reference guide will focus on the AVBS Apps and its functionalities.*

AVBS Apps & Their Functions

AVBS has **four main Apps** that you can use in the AVBS vaccine management program. Depending on your role and permissions in AVBS system, you will be redirected to the customized console in order to complete your day-to-day activities.

Alberta — AHS Console

This App will be used by Health Care Providers to manage Albertan registration to ABVS, manage Albertan information in AVBS, as they go through check-in during vaccine administration. In addition, they can manage appointment blocks for vaccination sites and access reports through this App. **Provincial Operations** will have the same access as Health Care Providers

Alberta — Public Health Cons...

This App will be used by **Health Care Providers** to manage Albertan registration to AVBS, managing their personal / contact information, checking their eligibilities and booking appointments. In addition, they can manage appointment blocks for vaccination sites and access reports through this App. **Provincial Operations** will have the same access as Health Care Providers.

Alberta — Call Center Console

This App will be used by **Health Link 811 Call Center Staff** to manage Albertan registration to AVBS, managing their personal / contact information and booking appointments.

Alberta — Pharmacy Console

This App will be used by **Health Care Providers** to manage Albertan registration to ABVS, manage Albertan information in AVBS, as they go through check-in during vaccine administration. In addition, they can manage appointment blocks for vaccination sites and access reports through this App

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Overview of AVBS Profiles

811 Staff are responsible for **registering Albertans**, **scheduling their appointments** and answering Immunization related questions.
- 811 Staff will be given **BCH Call Center (Call Center Staff** in IAM**) Profile**.
- Joint Role of 811 & Public Health Staff will be given **BCH Clerk (Health Care Staff** in IAM**) Profile.**

Health Care Providers (Pharmacy, AHS Sites Staff, and Physician Office staff) are the individuals who help manage a vaccination site (or multiple sites) within a region and are responsible for a broad range of activities. They will have access to all the functionalities that a Call Center Staff has access to, plus the ability to create and manage appointment availability and their associated vaccine type.
- Pharmacy Staff and Admins, and AHS Public Health Schedulers will be given **BCH IImmsAdmin (Health Care Provider** in IAM**) Profile**.
- AHS Public Health Administrative Staff will be given **BCH Clerk (Health Care Staff** in IAM**) Profile.**

Provincial Operations Admins are "super users." They will have access to all the functionalities that a health care provider has access to, plus the **ability to configure reports** (based on access)**.** Their role consists of managing ad-hoc activities required in AVBS at the provincial level, such as report configuration.
- 811 Supervisors & Managers, AHS Public Health Managers and Directors, eHSS Staff, Alberta Health On Call, AHS Public Health Schedulers, and AHS Public Health Managers and Directors will be given **BCH PPHIS Operations (Provincial Operations Manager** in IAM**) Profile.**
- eHSS or AHS Tier 1 will be given **BCH PPHIS Operations Read Only (Community Support Staff** in IAM**) Profile.**
- Transactional Audit Staff, AHS/AH Business Managers & Executives will be given **BCH PPHIS Operations Read Only with Reports (Provincial Read-Only & Reporting** in IAM**) Profile.**

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BCH ImmsAdmin Profile

As **Pharmacy Staff and Admins, and AHS Public Health** with **BCH ImmsAdmin Profile**, you will have access to the Clinic-in-a-Box application where you will be able to:

- Register an Albertan
- Modify fields on the Albertan record (those that are applicable)
- Book appointments on an Albertan's behalf
- Create and edit Appointment Day Management and Appointment Block Times
- Create list views
- Create and Edit schedules through the Facility appointment scheduler
- Edit "Available Vaccines" field
- View only (not create or edit) for Facility, Facility Address, Appointment Type, Rules Engine Response, Episode, Territories, Knowledge

and the In-Clinic Experiences application where you will be able to:

- Check-in Albertans

Note: You will not be able to edit tasks or access Reports or Dashboards with this profile.

BCH Clerk Profile

As **AHS Public Health Admin Staff** with **BCH Clerk Profile**, you will have access to the Clinic-in-a-Box application where you will be able to:

- Register an Albertan
- Modify fields on the Albertan record (those that are applicable)
- Book appointments on Albertan's behalf
- Create list views
- View only (not create or edit) for Facility, Facility Address, Appointment Type, Rules Engine Response, Episode, Territories, Knowledge

and the In-Clinic Experiences application where you will be able to:

- Check-in Albertans

Note: You will not be able to edit tasks or access Reports or Dashboards with this profile.

Note: *If you have access to multiple facilities, you ill be prompted to select the location that you are working at for that day. Even though you might have access to multiple facilities, do not log into a facility that you are not physically at.*

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BCH PPHIS Operations Profile

As **AHS Public Health Managers and Directors** with **BCH PPHIS Operations Profile**, you will have access to the Clinic-in-a-Box application where you will be able to:

- Register an Albertan
- Modify fields on the Albertan record (those that are applicable)
- Book appointments on an Albertan's behalf
- Create and edit Appointment Day Management and Appointment Block Times
- Create list views
- Create and Edit schedules through the Facility appointment scheduler
- Edit "Available Vaccines" field
- View only (not create or edit) for Facility, Facility Address, Appointment Type, Program Eligibility, Rules Engine Response, Episode, Territories, Knowledge
- Create, edit, extract access to new and existing reports
- Create and edit access to new and existing dashboards

and the In-Clinic Experiences application where you will be able to:
- Check-in Albertans

Note: You will not be able to edit tasks with this profile.

BCH PPHIS Operations Read Only with Reports Profile

As **AH and AHS Business Managers and Executives** with **BCH PPHIS Operations Read Only with Reports Profile**, you will have access to the Clinic-in-a-Box application where you will be able to:

- View only on an Albertan record
- Create list views
- View only (not create or edit) for Facility, Facility Address, Appointment Type, Program Eligibility, Rules Engine Response, Episode, Territories, Knowledge
- Create, edit, extract access to new and existing reports
- Create and edit access to new and existing dashboards

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End-to-End AVBS Process

The following are the current **AVBS roles** …
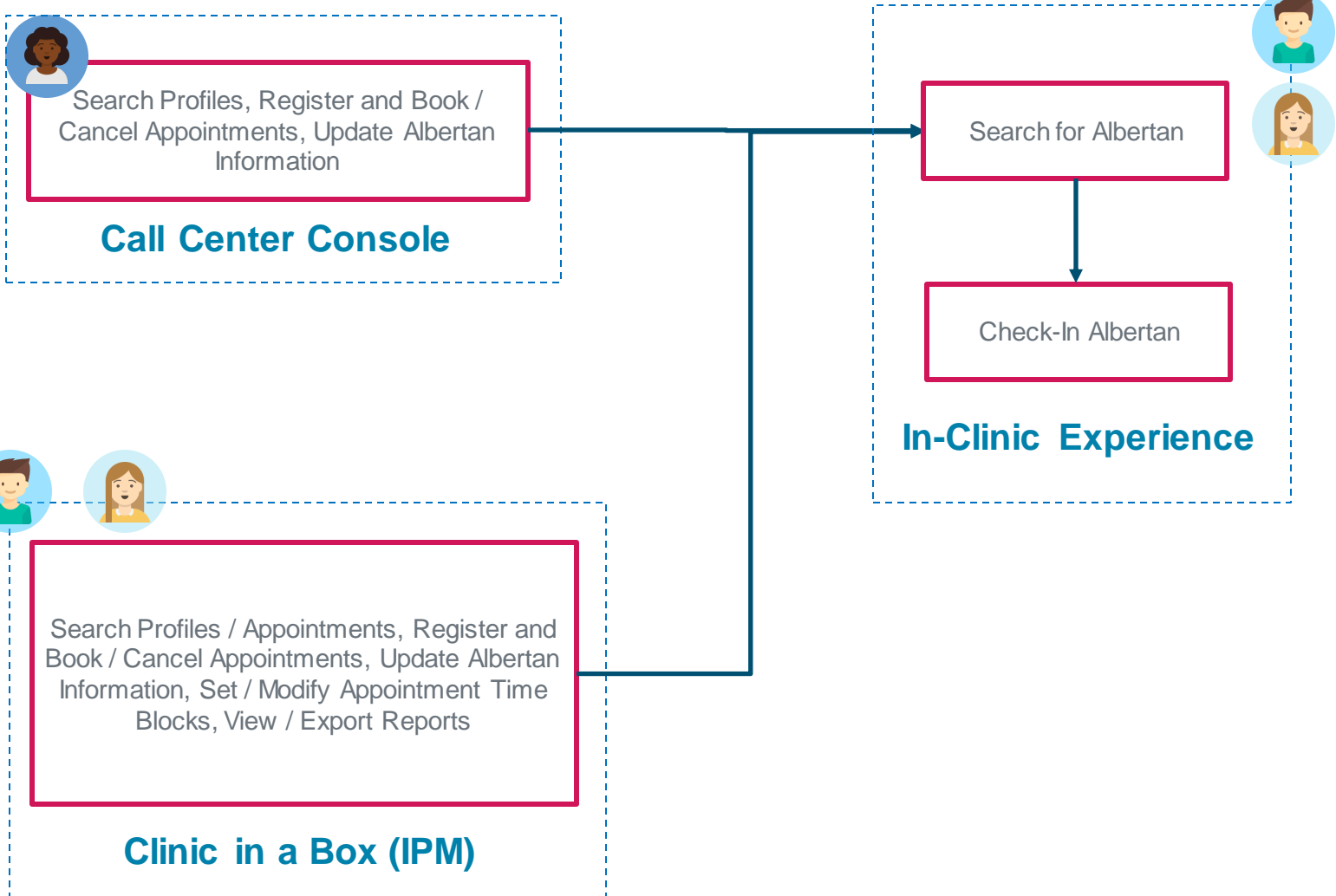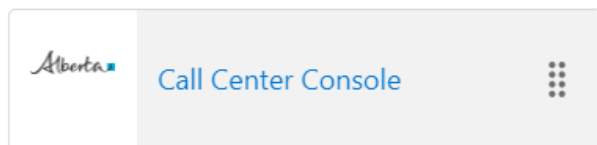
CALL CENTER STAFF

HEALTH CARE PROVIDER

PROVINICIAL OPERATIONS

… and the following are the key functionalities that these roles can perform in the different **AVBS Apps**:

Search Profiles, Register and Book / Cancel Appointments, Update Albertan Information

Call Center Console

Search for Albertan

Check-In Albertan

In-Clinic Experience

Search Profiles / Appointments, Register and Book / Cancel Appointments, Update Albertan Information, Set / Modify Appointment Time Blocks, View / Export Reports
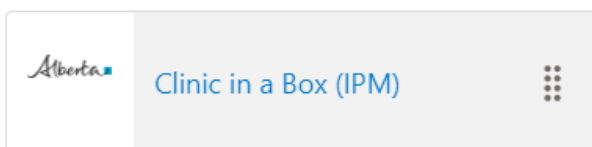
Clinic in a Box (IPM)

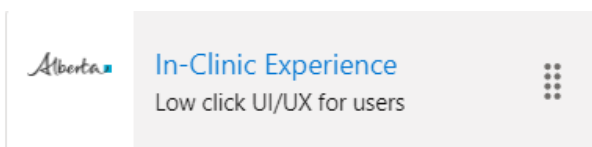Alberta

List of Training Materials

The training materials provided include User Guides, Reference Guides, Frequently Asked Questions (FAQs), and Video Capsules to help use the AVBS system. **You should review the Basic Navigation user guides first**.
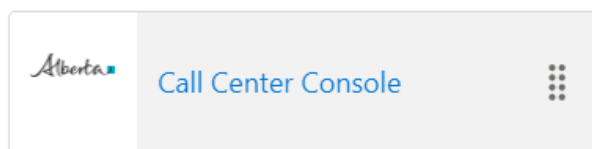
Alberta Call Center Console ⠿	• Call Center Staff **Basic Navigation**

Alberta Clinic in a Box (IPM) ⠿	
Alberta In-Clinic Experience Low click UI/UX for users ⠿	• Health Care Providers and Provincial Ops **Basic Navigation**

The following are other user guides available:

Alberta Call Center Console ⠿

- Call Center Staff_How to **Register a Caller**
- Call Center Staff_How to **Book a Vaccination Appointment**
- Call Center Staff_How to **Reschedule/Cancel a Vaccination Appointment**
- Call Center Staff_How to **Resend Registration or Booking Confirmation to a Caller**
- Call Center Staff_How to **Update Personal and Contact Information of a Caller**
- Call Center Staff_How to **Manage Call Backs in AVBS**
- Call Center Staff_**List Views in AVBS**

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List of Training Materials (Continued)

Alberta	Clinic in a Box (IPM)	⠿

- Health Care Providers and Provincial Ops_How to **Register an Albertan**
- Health Care Providers and Provincial Ops_How to **Book a Vaccination Appointment**
- Health Care Providers and Provincial Ops_How to **Reschedule/Cancel a Vaccination Appointment**
- Health Care Providers and Provincial Ops_How to **Resend Registration or Booking Confirmation to an Albertan**
- Health Care Providers and Provincial Ops_How to **Update Personal and Contact Information of an Albertan**
- Health Care Providers and Provincial Ops_**Overview of Scheduler**
- Health Care Providers and Provincial Ops_How to **Manage Appointment Blocks Using Scheduler**
- Health Care Providers and Provincial Ops_How to **Manage Vaccine Supply Disruption**
- Health Care Providers and Provincial Ops_**How to Create List Views for Vaccine Supply Disruption**
- Health Care Providers and Provincial Ops_**How to Update Facility Information**
- Health Care Providers and Provincial Ops_**Reporting in AVBS**
- Health Care Providers and Provincial Ops_**Lists Views in AVBS**

Alberta	In-Clinic Experience Low click UI/UX for users	⠿

- How to **Manage Check-in**

The following are other training materials available:

- AVBS Reference Guide_**Overview of Registration Through Albertan Portal**
- AVBS Reference Guide_**Overview of Appointment Booking Through Albertan Portal**
- Frequently Asked Questions (FAQs)
- Video Capsules

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