

Overview of Scheduler

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:

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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 Personal Health Number (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

Overview of Scheduler: Overview

Objectives: To provide an overview of Scheduler and how to set up a General or Vaccine-Specific Appointment Schedule.

AVBS Role: Health Care Provider and Provincial Operations

Pre-Requisite: Facility record needs to be available in AVBS

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Overview of Scheduler

In order to accept bookings at a vaccination site, it is important to set up the time slots that will allow Albertans to book their vaccination appointments. These time slots are referred to as Appointment Blocks in AVBS. You can set up appointment blocks using [Scheduler](#).

Below are the features and functionality enabled by AVBS Scheduler:

- Set up appointment days for an entire week from one screen
- Set up and modify custom and non-custom appointment blocks
- View all the appointment blocks for the day on one screen and update them
- View booked appointments for each appointment block
- Cancel booked appointments within an appointment day from one screen
- Ability to set up appointment blocks for future and leave them at Planned/Inactive status to be activated later
- Useful when you need to set up/modify appointment blocks for multiple days

The screenshot displays the 'Scheduler' interface for '101 PHARMACY' in the Alberta Pharmacy Console. The interface includes a search bar, navigation tabs (Related, Details, Activity, Scheduler), and a dropdown for 'Appointment Type' set to 'General'. A weekly calendar view is shown for the week starting September 13, 2021, with a 'Total: 0 / 0' indicator. The table below details the appointment blocks for each day of the week.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021							-- Please select a	-- Please
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	-- Please
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

How to Navigate to Scheduler

To navigate to the AVBS Scheduler, follow the steps below:

- 1 Click on **Profiles**
- 2 Click on the **Profile Name** from the List.

The Facility Record will display.

Click the **Scheduler** tab.

- 3 *The Appointment Scheduler will display.*

The screenshot illustrates the navigation process in the Alberta Pharmacy Console. It is divided into three numbered sections:

- Section 1:** Shows the main navigation menu with the 'Profiles' dropdown menu highlighted by a blue circle with the number '1'.
- Section 2:** Shows a list of 'All AHS Facility Profiles'. The first row, 'AHS AIRDRIE COMMUNITY HEALTH CENTRE (PFIZER)', is highlighted with a blue box and a blue circle with the number '2'.
- Section 3:** Shows the detailed profile page for '101 PHARMACY'. The 'Scheduler' tab is highlighted with a blue box and a blue circle with the number '3'.

The profile details for '101 PHARMACY' include:

- Profile Name: 101 PHARMACY
- Health Authority: Alberta Health
- Service Delivery Location (SDL): 1.00E+14
- Health Zone: Calgary
- Security Group: GCKW
- Address Information: 1107 CENTRE ST NW, Calgary, AB, T2E2R1
- Active: Yes
- Type: Pharmacy
- Sub-Type: Existing HA Site
- Parking Available:
- Available Vaccines: AstraZeneca;Influenza;Moderna;Pfizer

Updating Available Vaccines Field

! It is very important that you enter the vaccines available at your facility in the Available Vaccines field on the Details tab of the facility record, or else they will not appear as available for appointment booking. The Available Vaccines field on the facility record must be monitored and updated regularly to reflect the vaccine availability.

To enter the Available Vaccines at your facility, follow the steps below:

4a Click on the **Edit** (pencil icon).

An editable window will display.

4b Select the **vaccines available** at your facility.

4c Move the available vaccine types from the Available column to the **Chosen** column using the arrow.

Repeat this steps until you've chosen all vaccine types available at your facility.

The screenshot shows the 'Details' tab of a facility record for '101 PHARMACY'. The 'Available Vaccines' field is highlighted with a callout box that says 'Please indicate which vaccines are currently available at your Facility.' A pencil icon is visible next to the field, labeled '4a'.

Related	Details	Activity	Scheduler
Profile Name	101 PHARMACY	Active	Yes
Health Authority	Alberta Health	Type	Pharmacy
Service Delivery Location (SDL)	1.00E+14	Sub-Type	Existing HA Site
Health Zone	Calgary	Parking Available	<input checked="" type="checkbox"/>
Security Group	GCKW	Available Vaccines	

The screenshot shows the 'Available Vaccines' dialog box. It has two columns: 'Available' and 'Chosen'. The 'Available' column contains AstraZeneca, Janssen, Pediatric Pfizer, and Pfizer. The 'Chosen' column contains Influenza and Moderna. A callout box labeled '4b' points to the 'Pediatric Pfizer' vaccine in the 'Available' column. Another callout box labeled '4c' points to the right-pointing arrow between the columns. At the bottom, there are 'Cancel' and 'Save' buttons.

Updating Available Vaccines Field

4d Click Save.

You can also use the  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.

Only users with **BCH ImmsBC Admin Profile** and **BCH PPHIS Operations Profile** have access to edit the **Available Vaccines** field. For more information on AVBS profiles, refer to the **Overview of Vaccine Management User Guide**.

Related	Details	Activity	Scheduler
Profile Name	101 PHARMACY	Active ⓘ	Yes
Health Authority	Alberta Health	Type	Pharmacy
Service Delivery Location (SDL) ⓘ	1.00E+14	Sub-Type	Existing HA Site
Health Zone ⓘ	Calgary	Parking Available	<input checked="" type="checkbox"/>
Security Group ⓘ	GCKW	Available Vaccines ⓘ	

Please indicate which vaccines are currently available at your Facility.

Available Vaccines ⓘ

Available	Chosen
AstraZeneca	Influenza
Janssen	Moderna
Pediatric Pfizer	
Pfizer	

4d

Cancel Save

General vs Vaccine-Specific Appointment Schedules

General	vs	Vaccine-Specific
Overview		
<p>The General Appointment Schedule allows facilities to:</p> <ul style="list-style-type: none"> Set up one schedule for one or more vaccine types <p>e.g., a facility sets up a General Appointment Schedule that has 20 available appointment blocks over the course of the day, that offers both Pfizer and Influenza</p>		<p>The Vaccine-Specific Appointment Schedule allows facilities to:</p> <ul style="list-style-type: none"> Set up one or more schedules, unique to each vaccine type <p>e.g., a facility sets up a Pfizer-Specific Appointment Schedule that has 4 available appointment blocks in the morning, and a separate Moderna-Specific Schedule that has 8 available appointment blocks in the afternoon</p>
When to use		
<ul style="list-style-type: none"> When there is sufficient supply of all vaccines being offered 		<ul style="list-style-type: none"> When there is inconsistent vaccine supply When facility wants to allocate specific days, or specific time during the day to specific vaccine types
Considerations		
<ul style="list-style-type: none"> The Available Vaccines field on the facility record must be monitored and updated regularly to reflect the vaccine availability Each appointment block created will be tagged to all vaccine types populated in the Available Vaccines field This is a default system set up for Pharmacies as well as Physician sites. 		<ul style="list-style-type: none"> Multiple appointment schedules will need to be managed at the same time Each appointment block created will be tagged to the Vaccine-Specific Appointment Type that was selected This is a default system – set up for AHS Public Health sites.

Creating Appointment Schedules

A facility has two options for creating appointment schedules:

- They can create a **General Appointment Schedule** to manage one schedule for one or more vaccine types

OR,

- They can have one or more **Vaccine-Specific Appointment Schedules**, unique to each vaccine type selected

5a To create a **General Appointment Schedule**, follow the steps below:

i Click on the drop-down arrow and select the **General Appointment Type**.

ii Set up general **appointment blocks** based on availability of vaccines and resources at your facility.

For detailed instructions on how to set up appointment blocks, refer to the **How to Manage Appointment Blocks Using Scheduler** User Guide.

Alberta Pharmacy Console Home 101 PHARMACY

Profile 101 PHARMACY Edit

Address 1 1107 CENTRE ST NW Active Yes

Related Details Activity Scheduler

Appointment Type: General

COVID_19_AstraZeneca Current Week Week starting September Total: 0 / 0

	COVID_19_Janssen	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
Monday September 1	COVID_19_Moderna						-- Please select a	-- Please
Tuesday September 1	COVID_19_Pediatric_Pfizer						-- Please select a	-- Please
Wednesday September	COVID_19_Pfizer						-- Please select a	-- Please
Thursday September	General						-- Please select a	-- Please
Friday September 17, 2021	Influenza						-- Please select a	-- Please
Saturday September 18, 2021							-- Please select a	-- Please
Sunday September 19, 2021							-- Please select a	-- Please

Clone

Creating Appointment Schedules (Continued)

5b To create **Vaccine-Specific Appointment Schedules**, select one or more of the following:

i Select **COVID_19_AstraZeneca** to create a schedule for AstraZeneca only.

Only AHS Sites will be creating schedules for AstraZeneca.

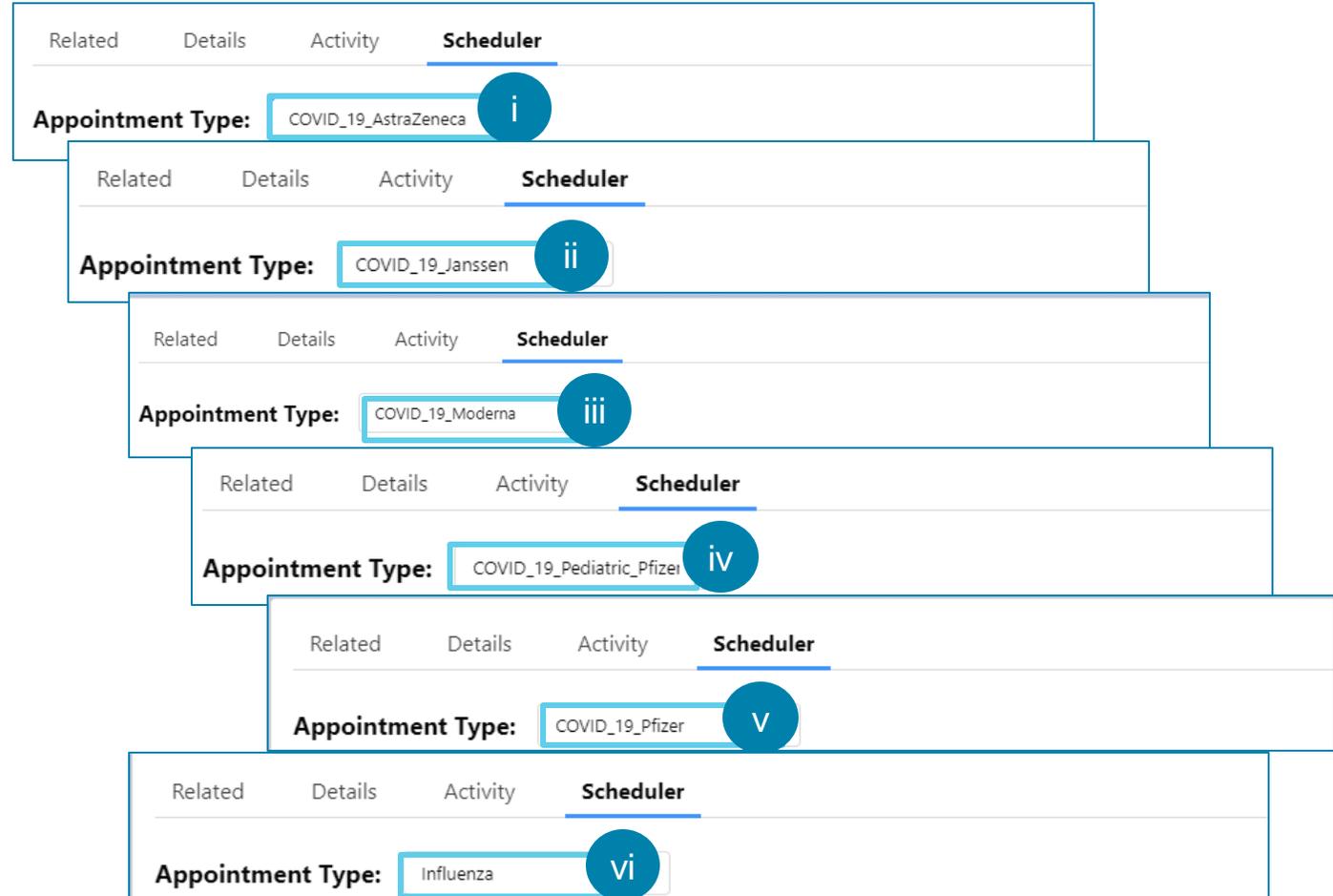
ii Select **COVID_19_Janssen** to create a schedule for Janssen only.

iii Select **COVID_19_Moderna** to create a schedule for Moderna only.

iv Select **COVID_19_Pediatric_Pfizer** to create a schedule for Pediatric Pfizer only.

v Select **COVID_19_Pfizer** to create a schedule for Pfizer only.

vi Select **Influenza** to create a schedule for Influenza only.



Creating Appointment Schedules (Continued)

iv

Set up **appointment blocks** based on availability of vaccines and resources at your facility.

For detailed instructions on how to set up appointment blocks, refer to the **How to Manage Appointment Blocks Using Scheduler User Guide**.



The appointment blocks created will appear as available for the vaccine appointment type that schedule is created for.

The screenshot shows the 'Scheduler' tab in a software interface. At the top, there are tabs for 'Related', 'Details', 'Activity', and 'Scheduler'. Below the tabs, the 'Appointment Type' is set to 'Influenza'. There are navigation buttons for 'Current Week', a left arrow, 'Week starting September', a calendar icon, and a right arrow. A 'Total: 0 / 0' indicator is on the right. The main area is a table with columns: Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. The table lists days from Monday, September 27, 2021, to Sunday, October 03, 2021. Each row has a checkbox, a clock icon for start time, another for end time, and dropdown menus for duration and capacity. A blue circle with 'iv' is overlaid on the Thursday row. At the bottom right, there is a 'Clone' button.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 27, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Tuesday September 28, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Wednesday September 29, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Thursday September 30, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Friday October 01, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Saturday October 02, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt
<input type="checkbox"/> Sunday October 03, 2021	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			-- Please select	-- Plt

Transitioning from Appointment Schedules

If you would like to transition from a General Schedule to Vaccine-Specific Schedules, or from Vaccine-Specific Schedules to a General Schedule, you must deactivate any active appointment days from the schedule(s) you are transitioning out of.

Follow the steps below to deactivate appointment days.

The screenshot shows a web interface for managing appointment schedules. At the top, there is a dropdown menu for 'Appointment Type' set to 'General', with a callout '6a' pointing to it. Below this is a navigation bar with 'Current Week', a calendar icon, and 'Week starting October 04, 2021'. A 'Total: 8 / 381' indicator is in the top right. The main table has columns for 'Start Time', 'End Time', 'Duration per block (minutes)', 'Capacity per block', 'Total Capacity', 'Booking Counter', 'Custom Block', and 'Status'. The table lists appointment days from Monday to Sunday. A modal window is open over the table, titled 'Custom Block' and 'Status'. It contains a list of rows with 'Yes' or 'No' in the 'Custom Block' column and 'Inactive' in the 'Status' column. A callout '6b' points to the 'Status' dropdown menu. At the bottom of the modal are 'Clone', 'Cancel', and 'Save' buttons, with a callout '6c' pointing to the 'Save' button.

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/>	Monday October 04, 2021	8:00 AM - 2:00 PM	10	1	36	0	Yes	Active
<input type="checkbox"/>	Tuesday October 05, 2021	12:00 AM - 2:00 PM	30	1	30	0	Yes	Active
<input type="checkbox"/>	Wednesday October 06, 2021	5:00 AM - 2:00 PM	15	1	15	0	Yes	Active
<input type="checkbox"/>	Thursday October 07, 2021	2:30 AM - 5:30 AM	15	1	15	0	Yes	Active
<input type="checkbox"/>	Friday October 08, 2021	12:00 AM - 5:00 PM	30	5	150	0	Yes	Active
<input type="checkbox"/>	Saturday October 09, 2021						-- Please select an	-- Please sel
<input type="checkbox"/>	Sunday October 10, 2021	1:00 AM - 5:30 PM	30	3	90	0	No	Active

6a Select the **Appointment Type** of the schedule you are transitioning out of.

If you are transitioning out of multiple appointment schedules, be sure to perform these actions for all appointment schedules.

6b Set the **Status** of **all** Appointment Days to **Inactive**.

Please ensure you have deactivated all appointment days, including any appointment days in future weeks, to ensure you are not having appointments booked for appointment days that you do not have the capacity for.

*This **does not** impact appointments already booked on those appointment days.*

6c Click **Save**.

Features of Scheduler

7 The following are the features of the **Scheduler**:

7a **Left and right arrows** allow you to view the scheduler for the previous week and next week, respectively.

7b Clicking the **Current Week** button takes you to the current week view. *It will be inactive when you are already in the current week.*

7c **Total Bookings/Total Weekly Capacity** on the right displays the total bookings compared to the total capacity for the week.

7d A dedicated row for each day of the week from **Monday–Sunday** allows you to set the appointment blocks for each day of the selected week from one screen.

7e **Start Time** enables you to select the start time of the appointment block for the day.

7f **End Time** enables you to select the ending time of the appointment block for the day.

The screenshot shows the 'Scheduler' interface for '101 PHARMACY'. The interface includes a search bar, navigation tabs (Pharmacy Console, Home, 101 PHARMACY), and a profile section with address and active status. The main area is titled 'Scheduler' and features a dropdown for 'Appointment Type' (General). Below this is a navigation bar with 'Current Week' and 'Week starting September' buttons, and a 'Total: 0 / 0' indicator. The main table has columns for 'Start Time', 'End Time', 'Duration per block (minutes)', 'Capacity per block', 'Total Capacity', 'Booking Counter', 'Custom Block', and 'Status'. The table rows represent days from Monday to Sunday, each with a checkbox and a 'Start Time' dropdown. Callouts 7a through 7f highlight specific features: 7a (left arrow), 7b (right arrow), 7c (Total: 0 / 0), 7d (Monday row), 7e (Start Time dropdown), and 7f (End Time dropdown).

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021							-- Please select a	-- Please
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	-- Please
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Features of Scheduler (Continued)

7g The **Save** button will display after you start entering the details of the appointment block, e.g., the **Start Time**.

7h **Duration per block (minutes)** column enables you to enter the duration of each appointment block in minutes. The up-down arrow allows you to increase or decrease the value you enter by 5.

7i **Capacity per block** column enables you to enter the capacity of each appointment block. The up-down arrow allow you to increase or decrease the value you enter by 1.

7j **Total Capacity** is an auto-calculated field representing total capacity for that day.

7k **Booking Counter** is an auto-calculated field representing total appointments already booked from the appointment block.

7l **Custom Block** column enables you to customize the individual block. Selecting **Yes** will allow you to create the custom appointment blocks. Selecting **No** will mean the appointment blocks that are being set up are non-custom appointment blocks.

The screenshot shows the 'Scheduler' interface with the following elements:

- Navigation tabs: Related, Details, Activity, Scheduler (selected).
- Appointment Type: General (dropdown).
- Calendar view: Current Week, week starting on Monday, September 13, 2021. Callouts 7h, 7i, 7j, 7k, and 7l point to the calendar navigation and table headers.
- Table with columns: Start Time, End Time, Duration per block (minutes), Capacity per block, Total Capacity, Booking Counter, Custom Block, and Status. Callout 7g points to the 'Save' button.
- Buttons: Clone, Cancel, Save (highlighted with a blue box).

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM						-- Please select a	-- Please
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	-- Please
<input type="checkbox"/> Wednesday September 15, 2021							-- Please select a	-- Please
<input type="checkbox"/> Thursday September 16, 2021							-- Please select a	-- Please
<input type="checkbox"/> Friday September 17, 2021							-- Please select a	-- Please
<input type="checkbox"/> Saturday September 18, 2021							-- Please select a	-- Please
<input type="checkbox"/> Sunday September 19, 2021							-- Please select a	-- Please

Features of Scheduler (Continued)

7m **Status** column is where you will select the status of the appointment blocks before you save them. The different statuses include:

Planning: Use this status when you want to plan ahead for setting up appointment days but don't want to make them available for booking yet.

Active: Use this status to make the appointment days available for booking.

Completed: Use this status to indicate that the capacity for the appointment day is full/complete. The system **will not** set this status automatically when all appointment days are booked.

Cancelled: Use this status when the appointment days are cancelled or deleted. The system **will not** set this status automatically when appointment days are deleted.

Inactive: Use this status to disable the appointment days from making them available for booking.

Note: Completed and Cancelled statuses are used for reporting purposes. Changing the status to Completed or Cancelled does not impact capacity or the booking counter. Any status besides Active renders all time slots unavailable on the booking portal.

Alberta Pharmacy Console Home 101 PHARMACY

Profile 101 PHARMACY Edit

Address 1 1107 CENTRE ST NW Active Yes

Related Details Activity Scheduler

Appointment Type: General

Current Week < Week starting September 13, 2021 > Total: 0 / 0

	Start Time	End Time	Duration per block (minutes)	Capacity per block	Total Capacity	Booking Counter	Custom Block	Status
<input type="checkbox"/> Monday September 13, 2021	6:00 AM						-- Please select a	Please select a status
<input type="checkbox"/> Tuesday September 14, 2021							-- Please select a	
<input type="checkbox"/> Wednesday September 15, 2021								
<input type="checkbox"/> Thursday September 16, 2021								
<input type="checkbox"/> Friday September 17, 2021								
<input type="checkbox"/> Saturday September 18, 2021								
<input type="checkbox"/> Sunday September 19, 2021								

7m

- Planning
- Active
- Completed
- Cancelled
- Inactive