STANDARD OPERATING PROCEDURE

Subject: Processes when adopting the use of New Brunswick’s Appointment Vaccination Scheduling system

Approved by: Nicole Poirier
Approval Date: February 1, 2022
Applies To: All participating pharmacies

Introduction
The New Brunswick Appointment Vaccination Scheduling system provides an online interface to allow New Brunswickers the three options when scheduling a vaccination appointment: by online self-scheduling, by emailing a request or by calling a toll-free number. The scheduling system facilitates the scheduling of clinics for pharmacies and helps provide a coordinated approach and timely access to COVID-19 vaccines for the public. The system enables the public to schedule a vaccine appointment following the recommended intervals and also informs them of the appropriate eligibility groups.

The N.B. Vaccination Scheduling system is a web-based system. The public will be able to access the tool using the current online pharmacy list.

The client needs to use a device using a browser that supports this technology such as Google Chrome, Mozilla Firefox, Microsoft Edge v. 44.17763.831.0 and higher. Please note: Internet Explorer is NOT supported by this technology. The following information must be chosen or added when scheduling an appointment:

- Full name
- Date of Birth
- Health Card number
- Postal code (To determine clinic/pharmacy location in the client’s zone. A postal code from another area can be used if an individual wants to go to a clinic/pharmacy in another zone.)
- Priority Group choice (list of eligible groups with the criteria for each such as age and interval between doses)
- Phone number
- Email address

The client can schedule an appointment using the online system if they have a 9-digit health card number and an email address. For those who don’t have one of these, they are able to request an appointment by emailing vnb@gnb.ca or by calling 1-833-437-1424. Once the client confirms the appointment, they receive a unique identifier for the appointment which is emailed to them in the confirmation email or given to them while booking on the telephone. This identifier is called the Booking ID. Four days before the appointment, the client who entered his/her email address will receive a reminder email with the location, date, time and details on how to prepare for the appointment.
The client is also able to cancel or reschedule their appointment using different methods:
- With a Booking ID found in the appointment confirmation email, click [here](#).
- Without your Booking ID, fill out the online form [here](#).
- Email vnb@gnb.ca
- Call 1-833-437-1424.

The Vaccination Scheduling tool has rules supporting the scheduling of appointments. These rules are as follows:
- A client can only have one active vaccine appointment in the system. This is tracked using the Medicare number.
- The priority group selected determines the interval between doses. For example:
  - Clients who choose a 1st dose will see the next available appointments
  - Clients aged 12 and older who choose a 2nd dose will be shown clinics 28 days from the day of the 1st dose
  - Clients aged 5 to 11 years of age who choose a 2nd dose will be shown clinics in 8 weeks from their 1st dose
  - Clients aged 18 and older who choose a 3rd dose booster will be shown clinics 5 months from their 2nd dose
- Language is used to offer the eligibility criteria and offers some guidance before booking.

It is still the responsibility of the pharmacies to ensure clients are eligible as these rules assist in the booking but are not able to ensure no errors are made during the process.

Proper functioning and updating of the Vaccination Scheduling system is supported by the Vaccination New Brunswick (VNB) support team. Their main responsibilities are:
- Building and updating clinics/appointments as requested by the pharmacies
- Receive and action cancellation requests from the public who do not have access to their Booking ID
- Doing quality assurance verifications based on the requests received to ensure quality of clinics/appointments
- Supporting users and provide training as needed
- Participating actively in testing and upgrades of the system
- Providing support with reports and ensures accuracy of these
- Communicating with pharmacies as needed to ensure clarity of requests
- Responding to any questions or concerns.

**Purpose**
The purpose of this Standard Operating Procedure (SOP) is to outline the acceptable process to follow for participating pharmacies when they are requesting the creation or modification of clinics and appointments.

**Requesting the creation or modifications of clinics/appointments**

All requests must be sent to the VNB Support Team: [VNBSupport.SoutiensVNB@GNB.CA](mailto:VNBSupport.SoutiensVNB@GNB.CA)

**Creation of new clinics/appointments**: Complete the Excel document intitled “Pharmacy Appointment Scheduler Request Form”. Ensure to identify the name of the pharmacy in the email sent with the attached document.

**Modification to an existing clinic**: Make modifications to the Excel document and identify in yellow highlight the changes. If the document cannot be found, an email can be sent with the details of the changes and ensure identifying the name of the pharmacy on the request.
The following is an example of the booking flow. Please note that the priority group may be modified depending on the changes to the eligible population.

Book your appointment

To continue, please ensure you have the following:

- Your New Brunswick Medicare card
- Postal Code (To determine closest available clinic location). A postal code from another area can be used if an individual wants to go to a clinic in another zone.
- Date of Birth
- Email address and phone number
- Priority Group Code (if applicable)
- A device using a browser that supports this technology (Google Chrome, Mozilla Firefox, Microsoft Edge v. 44.17763.831.0 and higher). Please note: Internet Explorer is NOT supported by this technology.

Vaccine Appointment: If you don’t have a New Brunswick Medicare and you are eligible for the vaccine, please call 1-833-437-1424 or email VN8@gnb.ca.

Privacy Statement

Should you decide to provide all the information requested by the application, it is important to know that its submission constitutes consent to the collection, use and disclosure of your personal information. Provision of the information requested is voluntary and you may, without prejudice, decline to input it which might prevent us from processing your request. The collection, use and disclosure of personal information is protected by the Right to Information and Protection of Privacy Act (RTIPPA), Personal Health Information Privacy and Access Act (PHIPAA) and all other applicable legislation, regulation or policy.

If you wish to know more about your privacy rights, please consult: https://www2.gnb.ca/content/dam/gnb/Departments/h-s/pdf/en/HealthActs/PrivacyNotice.pdf
Tell Us About Yourself

In order to locate an available appointment, please provide us with some information about yourself.

Please select what applies to you.

COVID-19 Vaccinations

- **1st Dose of COVID-19 Vaccine: 12 years of age and older**
  (Must be 12 years of age; if younger than 16 years of age, needs parental/legal guardian consent)

- **1st Dose of COVID-19 Vaccine: Children aged 5 to 11 years**
  (Must be 5 years of age; must not have received any other vaccine 14 days prior to this appointment; needs parental/legal guardian consent)

- **2nd Dose of COVID-19 Vaccine: All individuals who received a 1st Dose**
  (Interval between 1st and 2nd doses of vaccine is at least 28 days; however, N.B now recommends an interval of 8 weeks to ensure optimal protection; bring proof of vaccination to the appointment)

- **2nd Dose of COVID-19 Vaccine: Children aged 5 to 11 years**
  (Interval between 1st and 2nd dose of vaccine must be at least 8 weeks; must be 5 years of age; needs parental/legal guardians consent; bring proof of vaccination to the appointment)

- **3rd Dose Booster of COVID-19 Vaccine for those who received two doses of a mRNA vaccine (Moderna and/or Pfizer): 18 years of age and older**
  (Includes those turning 18 this year; must have 5 months between 2nd dose and 3rd dose of vaccine; bring proof of vaccination to the appointment)

- **3rd Dose Booster of COVID-19 Vaccine for all individuals who received an AstraZeneca vaccine as a first or second dose**
  (Interval between 2nd and 3rd doses of vaccine must be at least 28 days; bring proof of vaccination to the appointment)

- **3rd Dose Booster of COVID-19 Vaccine: First Nations**
  (Aged 12 years of age or over; must have 5 months between 2nd dose and 3rd dose of vaccine; bring proof of vaccination to the appointment)

- **3rd Dose of COVID-19 Vaccine: Certain immunocompromised individuals**
  (Aged 12 years of age or over; Before booking MUST review conditions or treatments to determine eligibility; a signed declaration of eligibility will be needed in order to receive the vaccine; interval between 2nd and 3rd doses of vaccine must be at least 28 days; bring proof of vaccination to the appointment)

- **4th Dose of COVID-19 Vaccine: Certain immunocompromised individuals**
  (Aged 18 years of age or over; Before booking MUST review conditions or treatments to determine eligibility; a signed declaration of eligibility will be needed in order to receive the vaccine; interval between 3rd and 4th doses of vaccine must be at least 3 months; bring proof of vaccination to the appointment)

- **Booster Dose of COVID-19 Vaccine for all individuals who received a Janssen vaccine (Johnson & Johnson) and who are interested in an mRNA vaccine**
  (Interval between doses of vaccine must be at least 28 days; bring proof of vaccination to the appointment)
Select a Location
Our records indicate that you are in **Health Zone 3**.
The following locations have appointments for you in your zone.

**Locations** (Click on the dropdown menu for all locations with available appointments in your zone)

- Fredericton Shoppers Drug Mart North - 269 Main Street
- Fredericton Shoppers Drug Mart Kings Place - 440 Kings Place
- Oromocto Shoppers Drug Mart - 1108 Onondaga Street
- Woodstock Shoppers Drug Mart - 370 Connell Street, Unit 9
- Fredericton Costco - 25 WAYNE SQUIBB BLVD
- Keswick Pharmachoice - 10 Yersa Lane
- Hanwell Medicine Shoppe - 2049 Route 640 Hwy
- Northside Pharmachoice - 231 Canada Street, Fredericton
- St. Mary's Guardian - 150 Cliffe Street, Unit 4

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Select a Location
Our records indicate that you are in **Health Zone 3**.
The following locations have appointments for you in your zone.

**Locations** (Click on the dropdown menu for all locations with available appointments in your zone)

- Hanwell Medicine Shoppe - 2049 Route 640 Hwy

**Step 3 of 9**

- Cancel
- Back
- Continue

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Appointment Type Selection
Select the type of appointment you are looking for at this location

- mRNA COVID-19 Vaccine [Moderna]

**Step 4 of 9**

- Cancel
- Back
Book an Appointment

MRNA COVID-19 VACCINE [MODERNA]

Select a date

Please note that the date shown is the first date of available appointments at your location. You are free to explore other dates.

10/02/2022

Select the time of your appointment.

Please note that appointment times are only shown if there is availability on the date selected. After selecting a time slot, the system may take a few seconds to process before advancing to the next screen. Thank you for your patience!

12:10  12:20  12:30  12:40  12:50  13:00

Step 5 of 9

Cancel  Back

Confirm your Appointment

Selected appointment
Feb 10, 2022
12:30

Step 6 of 9

Change  Cancel  Back  Continue
### Registrant Information

#### Personal Information

*Required Fields

| Medicare No.: * | 666333222 |

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#### Date of Birth

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#### Contact Information

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Enter the applicant’s email address and confirm it by typing the address again.

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### History

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2022-02-01