

RESPONSIBILITY GUIDELINES

1. **Reconciliation:** Refers to the process of updating the electronic AVI inventory to reflect the physical on hand inventory.
 - Transfer/order(s) must be received before reconciliation if the physical inventory was included in the count.
 - **Expired vaccine** must be reconciled out of AVI inventory within 30 days of expiring. ¹
 - **Withdrawn vaccine**, which includes vaccine products that facilities were instructed to remove from inventory by Alberta Health, must be reconciled out of AVI inventory within 30 days from the notification of withdrawal. ²
 - Inventory must be reported in AVI using the **Submit Inventory** button.
 - Reconciliation **MUST** be submitted each Monday in AVI if there is vaccine on-hand.

2. **Receive Orders/Transfers:** Refers to the process of electronically receiving the vaccine inventory into the AVI facility's inventory.

Responsibility	Non-AHS Community Providers (Pharmacy/Physician Clinic)	Alberta Health Services Providers (AHS Depot/AHS Facility)	Wholesale Distributors
*Provincially-Funded Vaccine Reconciliation Reconciliation includes: <ul style="list-style-type: none"> • Negative inventory adjustments • Expired vaccine ¹ • Withdrawn vaccine ² Click here for the Inventory Reconciliation QRG	Every Monday before 21:00h (9PM)	Influenza & COVID Vaccines: Every Monday before 21:00h (9PM) All other vaccines: <i>Reconcile monthly or 1-2 days prior to placing an order as per your AHS Depots guidelines. Follow up with your AHS Depot for more information.</i>	Weekly
* Provincially-Funded Vaccine Orders/Transfers Click here for the Receive Orders/Transfers QRG	Receive inventory in AVI every Monday before 21:00h (9PM)	Receive inventory in AVI every Monday before 21:00h (9PM)	Within 48 hours of delivery: Create transfer or ship order in AVI. Click here for the Create a Transfer QRG
As Necessary	Contact the wholesale distributor if a transfer/order is missing or created for the incorrect lot or quantity.	Contact your AHS depot if a transfer/order is missing or created for the incorrect lot or quantity.	Follow-up on discrepancies found in transfers/orders.

***The provincially-funded vaccines available to non-AHS community providers are COVID-19, Influenza, Pneumococcal and Tdap vaccines.**

RECONCILIATION GUIDELINES

Below are general guidelines on which categories and reasons to use during reconciliation to best describe what happened to the doses in your inventory. Reconciliation transactions are audited and used for wastage reports.

For withdrawn vaccines, Alberta Health will supply the category and reason for reconciling withdrawn vaccines.

Category	Reason	Rationalization
Administered	Administered	Used for clients
Expired	<ul style="list-style-type: none"> Expired Expired Opened Multi-dose Vials 	<ul style="list-style-type: none"> Expired as per manufacturer’s expiration date Vaccine past allotted vaccine storage period (expired prior to printed expiration date due to thawing or vial puncture). Please refer to the below documents for timeframes: <ul style="list-style-type: none"> Alberta COVID Vaccine Storage and Handling guidelines Alberta Vaccine Storage and Handling Policy for Provincially-Funded Vaccine
Spoiled	<ul style="list-style-type: none"> Cold Chain not maintained during transport Failure to Store Properly Natural Disaster/Power Outage Refrigerator/Freezer Mechanical Failure 	<ul style="list-style-type: none"> Exposed to cold chain break and considered non-viable. Appropriate follow up must be completed before using this reason
Transfer	<ul style="list-style-type: none"> Restock from Private Inventory from Public Restock from Public Inventory from Private Returned to PVD program Returned to the Zone Depot Returned to vendor Transferred to another provider 	<ul style="list-style-type: none"> Refrain from using these reasons if possible. <ul style="list-style-type: none"> ALWAYS document the movement of inventory using the Create Transfer function under Orders/Transfers → Create/View Orders. Using the Create Transfer function automatically removes the doses from your inventory and sends it to the receiving facility. <p><i>Note: If you do not have access to this function, please contact your AVI depot/organization for assistance. If you do not have the contact information for your AVI depot/organization, please contact the AVI Help Desk.</i></p>
Wasted	<ul style="list-style-type: none"> Broken/Dropped/Spilled Drawn up, not used Lost and unaccounted Product Problem Vaccine damaged in transit Wasted/Influenza Season End 	<ul style="list-style-type: none"> Non-viable due to reasons other than spoilage. <p><i>Note: Direction from vendor or Alberta Health must be received before wasting product using Vaccine damaged in transit reason.</i></p> Syringes that are pre-filled and not administered within the appropriate timeframe. (ie. insufficient clients or canceled appointments) Wasted/Influenza Season End is ONLY used for influenza vaccine. Non-viable due to a product problem which can include: less than recommended doses drawn, particulate matter or manufacturing defects. Product problems should always be reported using the Publicly Funded Vaccine Product Problem form found on the Alberta Immunization Policy Site.

FAQ

PHARMACIES AND PHYSICIAN CLINICS

Question	Answer
I would like to understand the non-compliant events that have impacted my AVI compliance rating.	<ul style="list-style-type: none"> Facilities must ensure that there are <u>no outstanding orders/transfers to receive, remove expired/withdrawn vaccines in AVI inventory and reconcile AVI inventory using the Submit Inventory button each Monday</u> to remain compliant. Facilities participating in the provincially-funded vaccine program will receive monthly AVI compliance reports. These reports include a 'Non-Compliant Events' table that outlines events that impacted their compliance rate. Facilities are responsible for reviewing the monthly reports to ensure AVI compliance is met.
I have received an Active (Under Review) notification for AVI non-compliance. What does this mean?	<ul style="list-style-type: none"> An Active (Under Review)/Warning notification is sent to facilities that do not meet the minimum compliance rate for the reporting month. The minimum compliance rate must be met by the next report to avoid a Frozen (1 Month) suspension from receiving provincially funded vaccine.
I have received a Frozen (1 Month) notification for AVI non-compliance. What does this mean?	<ul style="list-style-type: none"> Facilities receive a Frozen (1 Month) suspension after two consecutive months of AVI non-compliance. Facilities that have received a suspension are unable to order provincially-funded vaccine during the suspension period. AVI responsibilities are required to be completed each week during the Frozen (1 Month) suspension period and the facility must meet the minimum compliance rate by the next reporting month to avoid a Frozen (6 month) suspension.
My publicly funded vaccine inventory has been depleted. Do I need to reconcile every Monday when I have 0 doses on hand?	<ul style="list-style-type: none"> If your physical inventory of publicly funded vaccine has been depleted to 0 doses, confirm your AVI inventory has been updated to reflect your physical inventory quantity. Weekly reconciliation is not required when there are no doses of publicly funded vaccine on hand.
I have no outstanding orders/transfers to receive or reject. Do I need to continue completing the AVI responsibilities each week?	<ul style="list-style-type: none"> No, AVI responsibilities are not required to be completed if there are no outstanding orders or transfers to receive or reject and there are no vaccines available in your AVI inventory to reconcile.
I have an outstanding order/transfer that lists doses with the wrong product or lot.	<ul style="list-style-type: none"> If your order/transfer does not accurately reflect the doses you physically received (wrong product, lot or quantity), contact your wholesale distributor as soon as possible for further instructions. Incorrect Orders/Transfers should not be received into inventory but can be rejected in AVI to clear the order/transfer. Refer to the Receive or Reject an Order or Transfer QRG for more information.
I cannot access my AVI account due to a Frozen (1 Month) or Frozen (6 Month) status.	<ul style="list-style-type: none"> AVI users assigned to facilities under a Frozen (1 Month) or Frozen (6 Month) suspension can still access AVI. If you are unable to login or access your AVI account, please reset your password by selecting 'Forgot Password' under the AVI login fields or email health.avi@gov.ab.ca.
I am not able to complete my AVI responsibilities on Monday. Can I complete on a different day?	<ul style="list-style-type: none"> Yes, AVI responsibilities should be completed on Monday each week. For circumstances where Monday is a Holiday or a facility is closed, responsibilities can be completed on Friday or Tuesday. AVI responsibilities <u>do not meet compliance</u> if completed on Wednesday or Thursday.

FAQ

PHARMACIES AND PHYSICIAN CLINICS

Question	Answer
I do not have provincially-funded vaccine in my AVI inventory to reconcile and I do not want to receive AVI compliance emails.	<ul style="list-style-type: none"> Facilities that have no outstanding orders/transfers and no remaining vaccine in AVI to reconcile will have an automatic compliance rate of 100%. If your facility chooses to be removed from the compliance list, it will be treated as a withdrawal from participating in the provincially-funded vaccine program; AVI user accounts will be inactivated. AVI user accounts can be reactivated by emailing health.avi@gov.ab.ca.
What is a withdrawn vaccine?	<ul style="list-style-type: none"> Provincially funded vaccine or vaccine lot that facilities have been instructed to remove from inventory by Alberta Health.
How can I tell if a product is withdrawn?	<ul style="list-style-type: none"> Instructions to withdraw provincially funded vaccines will be provided through a pharmacy benefact or an email from Alberta Health. Withdrawn vaccines or lots will also be posted on the AVI Login page. Once announcements have been made, facilities have 30 days to make sure the vaccine has been disposed of onsite and to reconcile out the vaccine in AVI.
How can I tell if a product is expired?	<ul style="list-style-type: none"> On the Reconcile Inventory screen in AVI, the lot and expiry of vaccines that have expired will be highlighted in red.

ALBERTA HEALTH SERVICES PROVIDERS

Question	Answer
I am not able to complete my AVI reconciliation on Monday. Can I complete on a different day?	<ul style="list-style-type: none"> Yes, the weekly reconciliation requirement should be completed on Monday each week. For circumstances where Monday is a Holiday and/or a facility is closed, reconciliation can be successfully completed on Friday or Tuesday.