Managing capacity changes with schedule overrides

Warning:

If you decrease the number of available appointments, the existing bookings are not cancelled and there is no automated communication. Consider how you will manage the existing bookings and contact consumers to reschedule or cancel their bookings.

Purpose

To ensure that Book my Vaccine information reflects the availability of appointments for your site

When used

Make changes to schedule, such as for vaccinator availability or a planned or unexpected closure

Person responsible

Site Administrator

Before you begin

Determine the changes required. For example, special opening hours or known capacity changes (such as, vaccinator on holiday).

For help: Email help@imms.min.health.nz or call 0800 223 987.

Procedure

Note: Screenshots have been taken from a test version of Book my Vaccine. The colours in your version may be different.

To manage your site's capacity:

Action									
Logon as the Site Manager in Salesforce. Note: Use this link: nibs.my.salesforce.com									
Select the Locations tab.									
Site Manager Home Locations V Jobs V Reports V Jobs Today's Remaining Appointments The location page is displayed with Recently Viewed. Locations Recently Viewed V V 1 item - Updated a few seconds ago Cocation Name 1 Chemist Warehouse Willis St									

Step	Action										
3	Click the arrow and select All from the dropdown list.										
	Locations All V										
	50+ items • Sorted by Location Name • Filtered by All locations • I Location Name ↓ 1 Wellington Workplace										
	All the locations you have access to are displayed.										
4	Click the relevant location name. The location details are displayed.										
	Location Wellington Workplace										
					$\widetilde{\mathcal{A}}$	$\hat{\mathbf{O}}$					
	Details	Vaccine Supplies	Location Tags	Availability	Repor	ting					
		·									
	✓ Inform	nation									
	Location N Wellingto	ame n Workplace									
	Description	0									
	Location Ty	= pe									
	OnlineBo	oking									
5	Select the	Availability tab. hility Patterns are di	snlaved								
	Location Wellington V	/orkplace	spiayea.								
		i SANS Y	DAD		කිරි		$\overleftarrow{\mathcal{O}}$	(E			
	Details Vaccin	e Supplies Location Tags Availab	ility Reporting								
	AvailabilityPatterr	s s									
	Set your location 'Time window du	- s default opening hours and capacity. This is ration (mins)' is how long someone can book.	the default capacity for the site and wi 'Appointments per time window' indi	Il show unless the site is cates how many patients	closed, or there are ava the location's staff can	ilability overrides that cover spec see at one time.	ific dates. Tl	he			
	Day C	pening hours	Time w (mins)	ndow duration Appo	ointments per window 🚯	Total appointments					
	MON	08:00 AM V 05:00 PM V	All day	10		4	ъ	0			
						360					
	TUE	08:00 AM V 05:00 PM V	All day 15	10		360 +	ъ	۵			
	WED	08:00 AM V 05:00 PM V	All day 15	10		360 +	Ð	0			
	Note: Mor	nday through Sunday	vare displayed.								
6	Scroll to b	ottom of the screen.	· ·····								
	Availability overrides Override your default hours and	apacity for a period of time. A maximum of 20 overrides can be active	re at once.								
	New availability override										

Step	Actior	1									
7	Click New availability override.										
	The select date range screen is displayed.										
	Availability overrides Override your default hours and capacity for a period of time. A maximum of 20 overrides can be active at once.										
	Actions ~										
	Select the da	ite range you want to override Up	to and including	No end data min	ongoing						
	□ Select date										
	For more detailed instructions for working with appointment schedules, refer to the <u>Managing</u> <u>capacity with appointment schedules</u> procedure.										
8	Select	t the date ra	inge.								
	Note:	If the overr	ide will c	ontinue for	the foreseeab	le future, ti	ck the No end date, run ongoing box.				
	Availabili Override yo	ity overrides ur default hours and capac	ity for a period of tin	ne. A maximum of 20 over	rides can be active at once.						
							Asim V				
	Select th	e date range you want to o	verride				APPROVED -				
	From	ect date	Up to and in	date ¥	No end date, run ongo	ng					
9	In this	s example, t	he site w	ill be closed	on Wednesda	and Thurs	sday but will be open on Saturday,				
	From	it is normal	Up to and inc		iges only alled	t the week	01 17 – 23 April.				
	04/17	/2023	04/23/2	023 ~	No end date, run onge	ing					
	Weekly pat	tern									
	Day	Opening hours			Time window duration (mins) 🚯	Appointments per time window 🔞	Total				
	MON	09:00 AM 🗸 🗸	05:00 PM	∽ □ All day	20	40	960				
							960				
	TUE	09:00 AM 🗸 🗸	05:00 PM	∨ □ All day	20	40	960				
							960				
	U WED	Unavailable									
	🗆 тни	Unavailable									
	🗹 FRI	09:00 AM ~	05:00 PM	∨ □ All day	20	40	960				
							960				
	🗹 SAT	10:00 AM ~	04:00 PM	∽ □ All day	20	20	360				
10	Check	the total a	opointme	ents for each	n day to ensur	e you have i	not exceeded your site's capacity.				
11	To im	plement the	e changes	, click Save							
	The override dates are displayed.										
	Note: You can set up to 10 overrides.										

Next steps

This procedure is complete.