

COMMONLY ASKED QUESTIONS DURING INFLUENZA IMMUNIZATION SEASON

1. CAN WE ADMINISTER HIGH DOSE INFLUENZA VACCINE TO ALL OUR RESIDENTS?

- The high dose influenza vaccine is only licensed for age 65 and older. It should not be given to anyone under 65 years.
- If you have residents and staff under age 65 years, they should receive the standard dose inactivated quadrivalent influenza vaccine. Both vaccines protect against 4 types of influenza virus.
- Please refer to the Immunization Program Standards Manual for the most current vaccine

2. I AM HAVING TROUBLE ORDERING INFLUENZA AND/OR COVID-19 VACCINE, WHAT SHOULD I DO?

- Before you can order and receive publicly funded vaccine, you must register as an immunization provider through your [Zone Contact](#). The approval process can take 1-2 months. If you have not ordered vaccine before, please contact the appropriate Zone Contact to receive a registration package.
- If you have VIMS-AVI access and are having trouble ordering more vaccine or your order has been declined, please ensure you have received and reconciled your vaccine inventory. Vaccine orders will not be filled if there are outstanding orders that need to be received by your facility or if there are vaccine doses that need to be reconciled.
- Vaccine inventory must be reconciled at minimum weekly (Friday or Monday by 0800 hours) or prior to any new order being submitted in the AVI system.
- Before calling to ask why your order was denied, check to see if you have met these requirements. Please read the training material found on the AVI website main page for information on how to complete these steps. [AVI-Web Main Page \(alberta.ca\)](#)

3. I HAVE QUESTIONS ABOUT IMMUNIZATION DIRECT SUBMISSION MECHANISM (IDSM) (INCLUDING ACCESS, HOW TO REGISTER, HOW TO ENTER)

The Immunization Direct Submission Mechanism (IDSM) is a standalone web application developed and operated by Alberta Health. The application facilitates the electronic submission of the immunization and assessment event information from health practitioners to the provincial immunization repository (Imm/ARI) through a web browser.

A user must complete an IDSM User Registration form and be authorized by a health practitioner to obtain access to IDSM.

Please refer to: [Netcare Learning Centre \(albertanetcare.ca\)](https://albertanetcare.ca)

References available for direct submission can also be found at the links below:

- [User Training Materials](#)
- [Access and User Registration](#)
- [Netcare FAQ](#)

If you need additional assistance, please contact the eHealth Netcare Support Services team at:

1-855-643-8649 or ehealthsupport@cgi.com

or

Contact health.imm@gov.ab.ca indicating IDSM questions in the subject line.

4. HOW DO I REPORT VACCINE ADMINISTRATION ERRORS?

- To order and receive influenza and COVID-19 vaccine, use the online Alberta Vaccine Inventory System (AVI). Vaccine orders will only be accepted through the AVI system. Please see: [AVI-Web Main Page \(alberta.ca\)](#)
- Alberta Health Services (AHS) facilities report vaccine administration errors to their supervisor and complete an AHS Reporting & Learning System for Patient Safety Report (RLS). AHS staff can find the RLS icon by looking on the right-hand column of the Insite Homepage.
- Non-AHS facilities follow their own internal processes for vaccine administration errors.
- If there are questions about whether reimmunization is required, please reach out to your Zone Contact or email CDClmm@AHS.ca

5. WHAT DO WE DO WITH VACCINE WHEN WE ARE DONE IMMUNIZING OR AT THE END OF SEASON?

- To prevent excess wastage, it is important to order only what you need. We are unable to take back vaccine once distributed to facilities, so please keep all vaccine in appropriate cold chain until the end of the season or until the vaccine expires, whichever comes first.
- Information will be sent out at the end of the influenza season/program and can be found on the VIMS-AVI log in page regarding what to do with left over influenza and COVID-19 vaccine.

PLEASE KEEP IN MIND

- Health practitioners are responsible for the proper disposal of unused/expired influenza/COVID-19 vaccine according to the standards of practice at their respective facilities. The cost of disposal will not be reimbursed.
- Pharmacy wholesale distributors or Accuristix cannot accept influenza/COVID-19 vaccine returns.
- Influenza/COVID-19 vaccine left over at the end of the season must be accounted for and reconciled in VIMS-AVI using the Category Code= "Wasted" and the Reason Code= "Wasted /Influenza Season End"