

PROVINCIAL DIGITAL HEALTH
MINISTRY OF HEALTH | PROVINCIAL HEALTH SERVICES AUTHORITY

ImmsBC: BC's COVID-19 Vaccine Digital Platform

Through a Quality Lens

May Tuason, Digital Health Strategy Office



BRITISH
COLUMBIA



Provincial Health
Services Authority

We gratefully acknowledge that we are gathered on the unceded, traditional, and ancestral lands of First Nations in this place currently known as British Columbia where we work, play and live.

First Nations have been responsible for stewarding this land for all time and we give thanks as uninvited guests on these lands.




Provincial Health
Services Authority

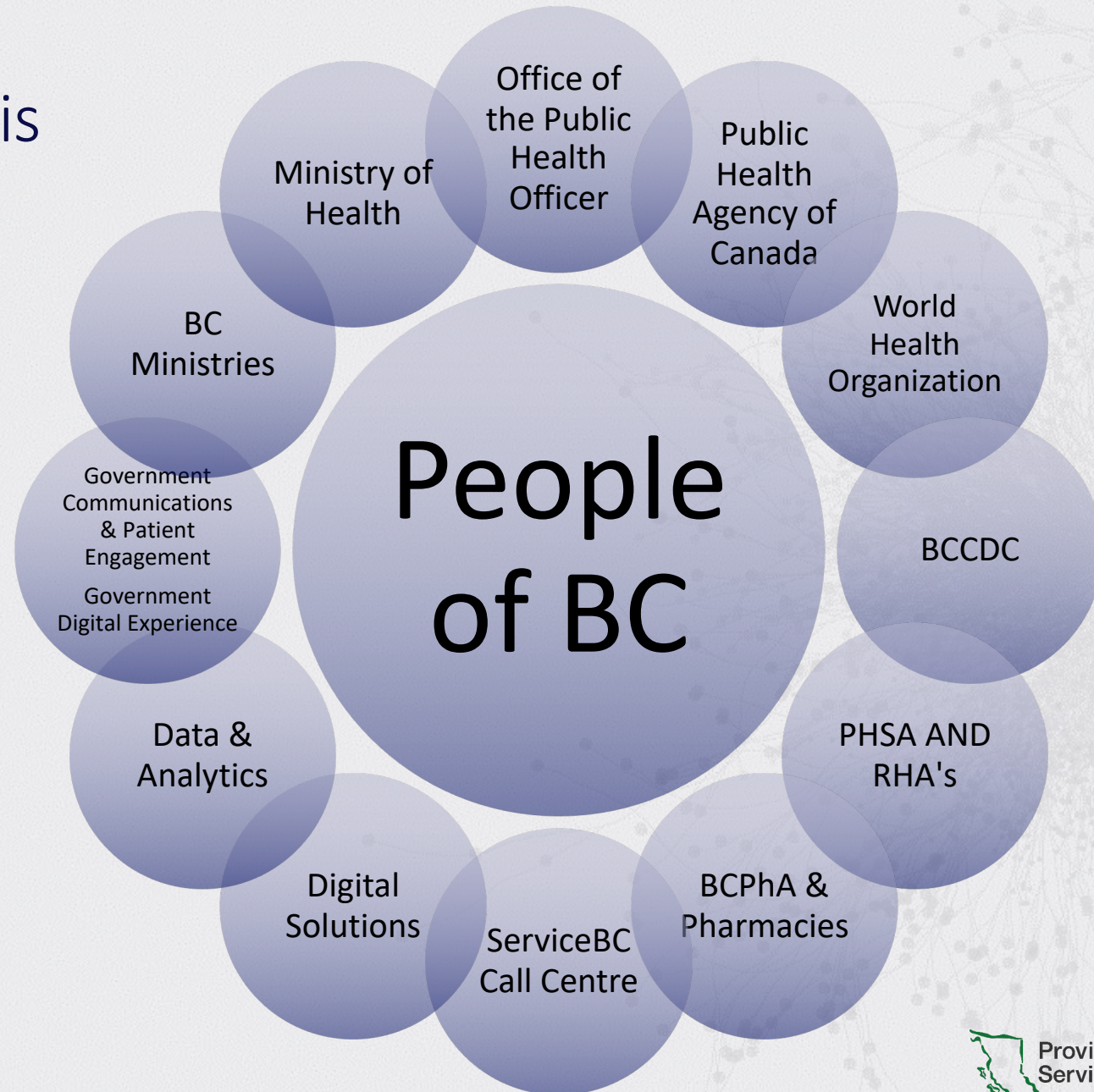
Disclosure

- I have nothing to disclose




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We're All In This Together!





"It actually just feels like a little pinch"
Hear an encouraging message from Malia to her cousin about getting her COVID-19 vaccine.
And I hope you don't cry because it actually doesn't feel that painful.



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保护我们的医护人员。请尽您的本分。 请尽量在本份并待在家里。 [Learn...]

保持肢体距离，有助遏制疫情。请尽您的本分。 请尽量在本份并待在家里。 [Learn...]

Active Started running on Apr 22, 2020 ID: 74745135995907

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Active Started running on Apr 22, 2020 ID: 2620847191523095

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Prevent the spread of COVID-19

THU, APR 23, 2020 Interior Health Virtual Townhall Government of BC Facebook [Sign...]

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Health

COVID-19 pandemic update
Updated on April 7, 2022

Translations

查看繁体中文翻译

ਪੰਜਾਬੀ ਵਿੱਚ ਅਨੁਵਾਦ ਕਰੋ

Share

Information Bulletin

COVID-19 Update
gov.bc.ca/covid19



[Home](#) > [COVID-19](#) > [Vaccination, immunization and treatments](#) >

How to get vaccinated for COVID-19



Getting vaccinated is easy and safe. Spread the word and help your friends and family get vaccinated.

[English](#) | [繁體中文](#) | [简体中文](#) | [Français](#) | [ਪੰਜਾਬੀ](#) | [فارسی](#) | [Tagalog](#) | [한국어](#) | [Español](#) | [عربی](#) | [Tiếng Việt](#) | [日本語](#) | [हिंदी](#)

Last updated: **April 21, 2022**

Getting vaccinated is easy

Be prepared and get help



ImmsBC Vaccine Management Digital Platform



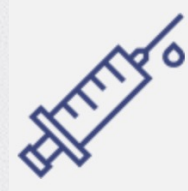
Citizen Registration, Notifications & Reminders

- Multi-Channel Registration (On-line, Phone, Walk-in)
- 140 languages supported through a contact centre translation service
- Low barrier “expression of interest” and notification to book appointment
- Reminders to book



Provincial Call Centre Appointment Booking

- Multi-Channel appointment booking (On-line, Phone, Walk-in)
- 140 languages supported through a contact centre translation service
- Solution enables the loading and management of clinic locations, hours and appointment schedules
- Solution “builds” the mass imms event clinic list
- Appointment reminders



Inventory Supply Console

- Enables tracking of inventory including:
- Loading and management of vaccine inventory
 - Transfers
 - Received
 - Wastage



Clinician Experience

Enables the clinic workflow and streamlined citizen experience including:

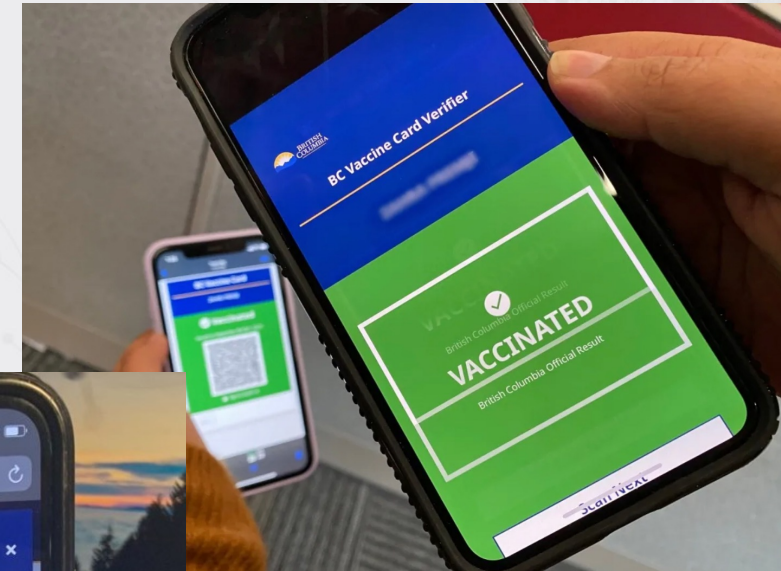
- Loading and management of vaccine inventory
- Appointment check-in validation of client identity
- Vaccine administration
- In alignment with clinical documentation standards



Reporting & Analytics

Supports Federal, Provincial and Health Authority Reporting for each component, for example:

- Clinic Operations
- Inventory management
- Daily doses administered
- Integrates with Pharmanet To support billing processes



Register and book with the Get Vaccinated system

You can register yourself or someone else, like a parent, grandparent or child. We will never ask you for your SIN, driver's licence number or credit card details.

Once you've registered, you'll be able to book an appointment using your confirmation number. Booking an appointment online or by phone convenient and guarantees your vaccination at a community pharmacy or vaccination clinic near you.

If needed, you can [easily reschedule your appointment online](#).

Fastest option: Online

To register online, you **must** provide:

- First and last name
- Date of birth
- Postal code
- Personal Health Number (PHN)
- An email address that gets checked regularly or a phone number that can receive text messages

Find your PHN on the back of your B.C. driver's licence, BC Services Card or CareCard.

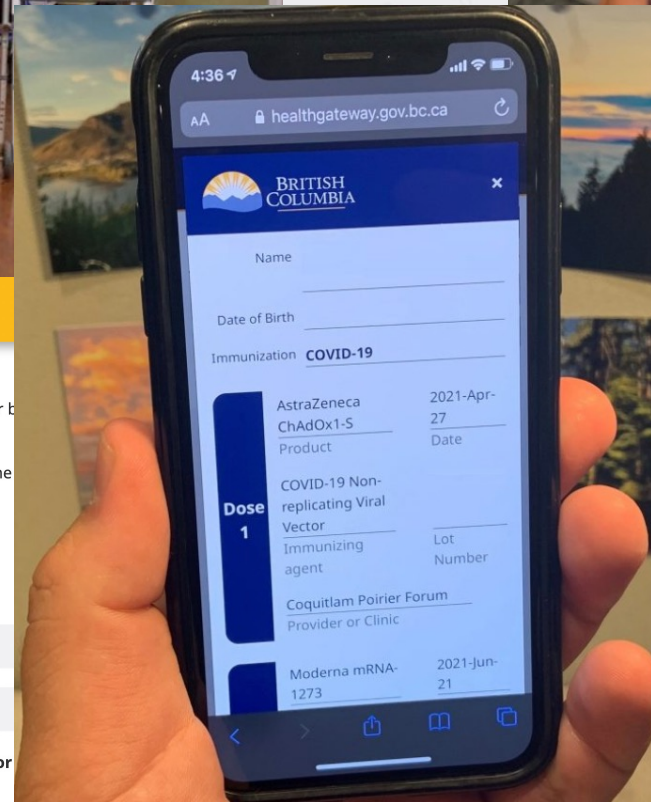
Other registration and booking options

By phone - Pick this option if you don't have a PHN

At a Service BC office

Everyone can get vaccinated, even if you don't have a PHN or documentation.

It doesn't matter if you are a Canadian citizen or not. Register even if you have already received dose 1 in another location. All of your information will be kept private and will never be shared with other agencies or parts of government.



Submit my COVID-19 immunization record

- 01 Vaccination Document
- 02 Vaccination Information
- 03 Personal Information
- 04 Submit Form

Vaccination document

If you don't have all the information below, you need to register by phone.
 Call: [1-833-838-2323](tel:1-833-838-2323) | Translators are available
 Seven days a week, 7 am to 7 pm (PDT)
 Telephone for the Deaf: [711](tel:711)

Personal Health Number

Find your Personal Health Number on the back of your B.C. driver's licence, BC Services Card or CareCard

Upload your official immunization record

- Please upload all documents you will be submitting. For example, an immunization card or record from a physician's office.

ImmsBC By The Numbers

> 4.5 MILLION
CITIZENS
REGISTERED

~ 11 MILLION
VACCINATIONS
DOCUMENTED

> 35 MILLION
SMS
NOTIFICATIONS

> 18 MILLION
EMAIL
MESSAGES

> 9.7 MILLION
BOOKED
APPOINTMENTS

> 1.4 MILLION
FEDERAL PROOF OF
VACCINATION
RECORDS
DOWNLOADED

> 4 MILLION
VACCINE CARDS
DOWNLOADED

> 340,000
CALLS TAKEN BY
CALL CENTRE

97%
PATIENT
SATISFACTION

87%
PROVIDER
SATISFACTION

90%
VACCINATION
COVERAGE

✓
COST PER
CAPITA

Defining Our Program Success Factors

What did our success look like? What do we aim for if we want to *'IMMSBC'* future provincial projects?



Better experience for British Columbians



Better access to information for all




Clear leadership and governance




Agile response to program and public needs




Positive Provider Experience




Integrated operations, systems & communications



Innovative service delivery



Effective use of communications resources



Agile & practical technical design



Simplified inventory, supply chain and logistics



Protected population, better population health




Regular research and feedback from the public



Outcomes-based program planning



Everyone's expertise was recognized



Responsive decision-making & funding support

Top 5 Best Practice Recommendations

Agile Business Processes
(decisions,
funding,
coordination)

Clear Vision
&
Citizen-
Centered Goal

Agile
Technical
Delivery
Beginning
with MVP

Clear
Leadership
&
Accountability

Become a
true Learning
System with
real-time use
of data

Thank you!

Questions or feedback, please contact:

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