

Clinic Tools

Clinic Address & Delivery Hour Update Guide

Have your clinic's address or delivery hours changed? Access your Clinic Information in PhilaVax by selecting **Clinic Tools** from the left-side navigation panel. Then click on **Clinic Information** and follow the guide below to update your clinic's address and delivery hours.

Having trouble updating your information? Please email us at dphproviderhelp@phila.gov for assistance.

Address Change

Primary Address = mailing address

Secondary Address = shipping address where vaccine will be sent

If **Primary** and **Secondary** addresses are the same:

1. From the left-side navigation panel, select **Address/Name** under **Clinic Information**.
2. Enter the date you want the address change to go into effect.
3. Click **Clear** to remove the current address.
4. Enter the changes you wish to make to the site's address.*
5. If the **Primary** and **Secondary** addresses are the same, make sure the box next to "Make Secondary Address same as Primary Address?" is checked.
 - Remember: Your **Primary Address** is your mailing address. Your **Secondary Address** is your shipping address where vaccine will be sent.
6. Press **Create** in the upper righthand corner to submit your change request.

*If your address change is on the same day that you are placing an order, add a comment to the order.

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Clinic Address / Name Change Request

Effective Date *
MM/DD/YYYY

Submit a request to update the clinic address, name or email address. When the request is approved or denied it will show up in the history below.

Clinic Name *
PROJ01 - PDPH- DIVISION OF DISEASE CONTROL

E-mail
CHRISTINE.WILSON@PHILA.GOV

3 Clear

Primary Address

4 Street # *
1101

Prefix

Street Name *
MARKET

Type
ST

Suffix

Unit Number
12TH FL 1810A

P.O. Box

City *
PHILADELPHIA

Out of State City

County *
PHILADELPHIA

Out of State County

State *
PENNSYLVANIA

Country
UNITED STATES

Zip Code *
19107

Census Tract

5 Make Secondary Address same as Primary Address?

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Address Change

Primary Address = mailing address

Secondary Address = shipping address where vaccine will be sent

If **Primary** and **Secondary** addresses are different:

1. Update your Primary address, then uncheck the bottom box.
2. Enter your Secondary address.
3. Click **Create** in the upper righthand corner to submit your address change after making sure both addresses are correct.

Clinic Address / Name Change Request ?

Effective Date *
MM/DD/YYYY

Submit a request to update the clinic address, name or email address. When the request is approved or denied it will show up in the history below.

Clinic Name *
PROJ01 - PDPH- DIVISION OF DISEASE CONTROL

E-mail
CHRISTINE.WILSON@PHILA.GOV

Clear

Primary Address 1

Street # *
1101

Prefix
▼

Street Name *
MARKET

Type
ST ▼

Suffix
▼

Unit Number
12TH FL 1810A

P.O. Box
▼

City *
PHILADELPHIA ▼

Out of State City
▼

County *
PHILADELPHIA ▼

Out of State County
▼

State *
PENNSYLVANIA ▼

Country
UNITED STATES ▼

Zip Code *
19107

Census Tract
▼

Make Secondary Address same as Primary Address?

Secondary Address 2

Copy From Primary Address Clear

Street # *
1101

Prefix
▼

Street Name *
MARKET

Type
ST ▼

Suffix
▼

Unit Number
12TH FL 1810A

P.O. Box
▼

City *
PHILADELPHIA ▼

Out of State City
▼

County *
PHILADELPHIA ▼

Out of State County
▼

State *
PENNSYLVANIA ▼

Country
UNITED STATES ▼

Zip Code *
19107

Census Tract
▼

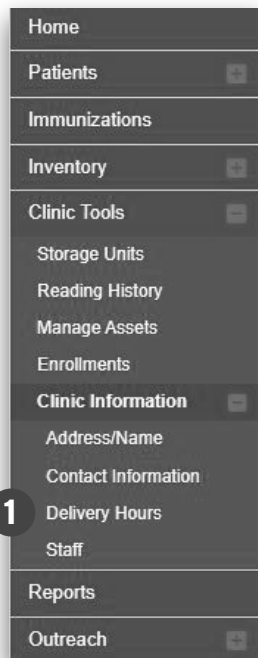
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Delivery Hours

1. Select **Delivery Hours** under **Clinic Information**.
2. Enter the times that deliveries will be accepted each day, Monday through Thursday. **Do not choose hours for Friday. At least one day must have 4 consecutive hours when you can accept shipments.**
3. If your office is closed for lunch during the day, account for the break (see example below).
4. Check this box if you want your shipment sent to your Secondary address and NOT your Primary address.
5. Write any special instructions that the shipping company should be aware of.
6. Click **Update**, located at both the top or bottom of the page, to save your changes.



The 'Clinic Delivery Hours' form shows delivery times for Monday, Tuesday, and Wednesday. Monday has two delivery periods: 08:30-10:30 and 13:00-15:00. Tuesday and Wednesday have one period: 09:00-15:00. Callout '2' points to the Monday section, and callout '3' points to the second delivery time field on Monday.

The 'Options' section includes a checkbox for 'Ship to mailing address instead of physical address?' and a text area for 'Special Instructions'. Callout '4' points to the checkbox, and callout '5' points to the text area. An 'Update' button is located at the bottom right of this section, with callout '6' pointing to it.