

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.

The screenshot shows the 'Clinic Address / Name Change Request' form. On the left is a blue navigation menu with the following items: Home, Patients, Immunizations, Inventory, Clinic Tools, Storage Units, Reading History, Manage Assets, Enrollments, Clinic Information, Address/Name (highlighted with a '1'), Contact Information, Delivery Hours, Staff, Reports, and Outreach. The form itself has the following fields and callouts: 1. 'Address/Name' in the navigation menu. 2. 'Effective Date' field with a calendar icon. 3. 'Clear' button in the top right. 4. 'Primary Address' section with fields for Street #, Prefix, Street Name, Type, Suffix, Unit Number, P.O. Box, City, Out of State City, County, Out of State County, State, Country, Zip Code, and Census Tract. 5. A checkbox labeled 'Make Secondary Address same as Primary Address?'.

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Address Change

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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 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**

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**

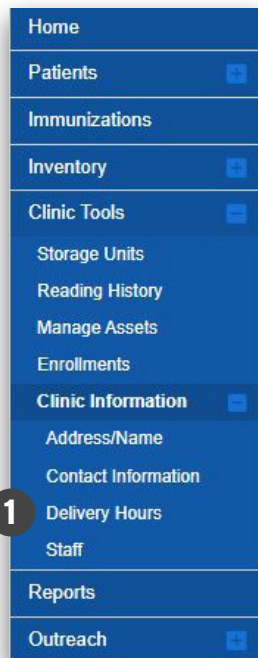
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Delivery Hours

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 is titled 'Clinic Delivery Hours' with an 'Update' button in the top right. It is divided into sections for Monday, Tuesday, and Wednesday. Each section has two 'Delivery Time' fields. For Monday, the times are 08:30 to 10:30 and 13:00 to 15:00. For Tuesday and Wednesday, the first time is 09:00 to 15:00, and the second time is 'CHOOSE'. A circled '2' points to the Monday section, and a circled '3' points to the second time field for Monday.

The 'Options' section contains a checkbox labeled 'Ship to mailing address instead of physical address?' with a circled '4' next to it. Below this is a text input field for 'Special Instructions' with a circled '5' next to it. At the bottom right of the section is an 'Update' button with a circled '6' next to it.