

# FAQ Support

## Annual Information Verification and Attestation

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### Contents

What is AIVA?.....	1
How do I log in?.....	1
How do I find my username or password?.....	2
AHS Username.....	2
Password.....	2
How do I complete AIVA?.....	2
AIVA Completion Confirmation .....	3
Why can't I see all my privileges?.....	3
What do I do in the Mandatory Training tab?.....	3
I don't know if I have completed the courses, how do I find out? .....	4
Whom can I contact with questions?.....	4

### What is AIVA?

The Alberta Health Services (AHS) Medical Staff Bylaws and Rules (section 3.4.4) define the requirements for Practitioners to continue as members of the Medical Staff. One of these requirements is, on an annual basis, for Practitioners to submit to AHS their proof of practice permits (license), professional liability coverage and to attest that they remain fit to practice competently. Also included in this information verification is the opportunity to amend any contact information, including how you want AHS to communicate with you and check and verify your appointment and privileges. For information about the information, AHS Medical Affairs collects and why, please click [here](#).

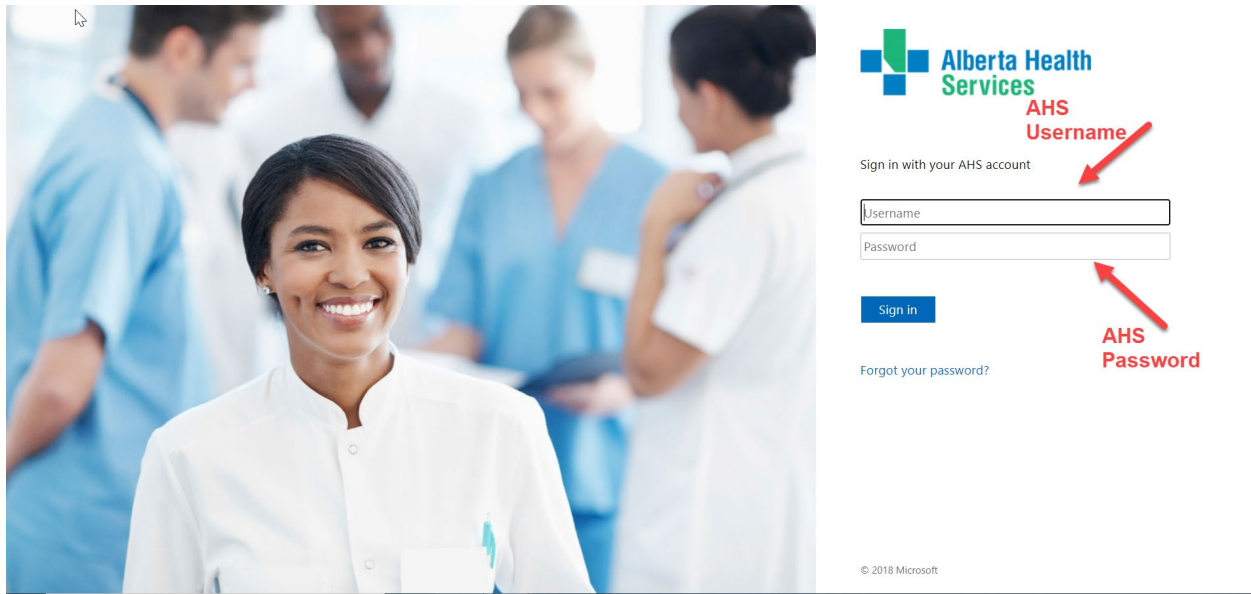
Every January, Medical Affairs will initiate the AIVA process for each Practitioner based on their primary appointment with the AHS Medical Staff. This process is now online via the Service Now platform [here](#) and the average practitioner will need less than 5 minutes to complete their AIVA. Practitioners have an average of 4 weeks to submit their AIVA.

### How do I log in?

Practitioners access AIVA [here](#) and log into the system by using their AHS username and associated password.

# FAQ Support

## Annual Information Verification and Attestation



## How do I find my username or password?

### AHS Username

Your AHS username is the same username you use to log into other AHS systems, like Connect Care or any AHS computer. Your AHS username should have also been included in the AIVA notification email your received.

### Password

Your AHS password is the one associated with your AHS username. If you are not sure of your password and need a password reset please contact IT support 1-877-311-4300 or use the [self-service option](#). If you require a reset please ensure that IT Support helps you walk through creation of a permanent password as it is this permanent password you would need to use along with your AHS username.

## How do I complete AIVA?

To complete your AIVA, please verify information on each tab of this form, making any necessary changes on the form. To proceed through the tabs, please ensure you have checked the "I have reviewed" box on each tab and then move to the next tab.

You will have the ability to upload any necessary documents by using the paperclip icon in the top right corner. You can request a change form from your local Medical Affairs office by selecting the "Request Change form" checkbox on the Medical Staff Information (Tab 4) and Privileges tab (Tab 5). *Please note that information on AIVA may not include any recent changes that have not yet been processed by Medical Affairs.*

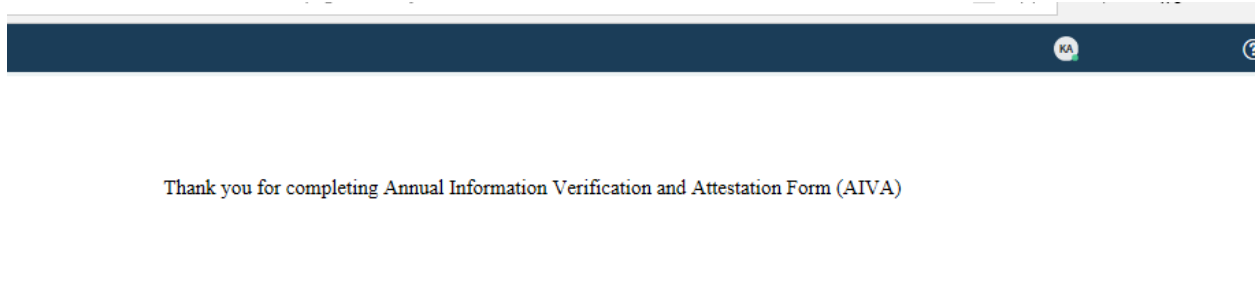
Once you have verified and updated any necessary information please complete attestation and declaration tabs. Ensure that you click the Submit your AIVA button in the top right hand corner prior to closing document.

# FAQ Support

## Annual Information Verification and Attestation

### AIVA Completion Confirmation

Once you have submitted your AIVA you should see an on screen confirmation like this:



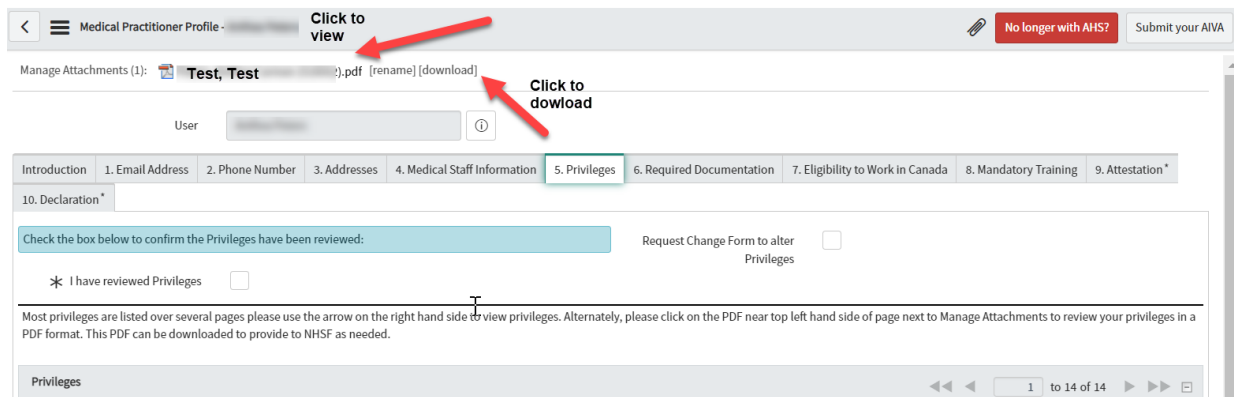
You will also receive a confirmation email from the system indicating successful completion. If you do not see the confirmation or receive the email you will need to re-submit your AIVA by clicking the "Submit your AIVA" button on the top right hand corner.

### Why can't I see all my privileges?

Most of the privileges are listed over several pages; please use the arrow on the right hand side to move through the full listing.



Alternately, please click on the pdf in the top left hand corner to review your privileges in pdf format. You can also click on download to download to keep a copy of your privileges or share with NHSF as needed. This functionality is available even after you submit your AIVA.



### What do I do in the Mandatory Training tab?

AHS uses My Learning Link as its organizational learning management system. It can be accessed at MyLearningLink. Your login and password are the same as your main AHS network login and password that you would use to log in to an AHS computer or log in to for PACS viewer, Connect Care, etc.

The Mandatory Training tab is not real time and the fields are not editable nor do they update automatically. Your status indicated below is accurate only to the time data for the 2022 AIVA

# FAQ Support

## Annual Information Verification and Attestation

was pulled from the system. If you have recently completed, your status will not be updated on this form. If you feel your status is incorrect you can complete the attestation and your request will be processed by the ML Team. Keep in mind that this will not update the status on this page. You are able to complete your AIVA even if the check boxes for courses do not appear complete. If you click on the “I have reviewed” box at the top of the tab you can proceed with AIVA completion and submission.

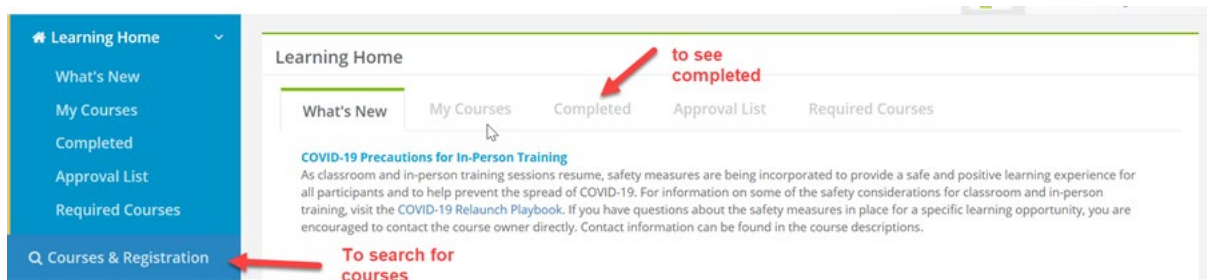
### I don't know if I have completed the courses, how do I find out?

You are able to complete your AIVA prior to complete the course online. If you click on “I have reviewed” at the top of the tab you can submit your AIVA and complete the course at your leisure.

You can go into My Learning Link and check on your completed course and see if it is there. If not, you can then register and complete.

To find the courses – log into [My Learning Link](#).

Search for completed courses by clicking Completed. Then on the left hand side of the screen there is a “courses and registration”. If you click there you can search by course:



To Search for:

- Indigenous Awareness search “Indigenous People and Indigenous People in Alberta: Introduction” should be the first one on the list
- On Our Best Behavior search for” InfoCare – the Annual Continuing Education (ACE) - InfoCare - On Our Best Behaviors”

### Whom can I contact with questions?

North Zone: [nz.privileging@ahs.ca](mailto:nz.privileging@ahs.ca)

Edmonton Zone: [edm.medicalaffairs@ahs.ca](mailto:edm.medicalaffairs@ahs.ca)

Central Zone: [cz.maprivileging@ahs.ca](mailto:cz.maprivileging@ahs.ca)

Calgary Zone: [cal.medicalstaffoffice@ahs.ca](mailto:cal.medicalstaffoffice@ahs.ca)

South Zone: [SZ.MedicalAffairs@ahs.ca](mailto:SZ.MedicalAffairs@ahs.ca)

Alberta Precision Labs: [apl.medicalaffairs@albertaprecisionlabs.ca](mailto:apl.medicalaffairs@albertaprecisionlabs.ca)