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

<table>
<thead>
<tr>
<th>Primary Address</th>
<th>Secondary Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>= mailing address</td>
<td>= shipping address where vaccine will be sent</td>
</tr>
</tbody>
</table>

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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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

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 - PDHP: DIVISION OF DISEASE CONTROL

Primary Address

Street: 1101
Prefix: 
Street Name: MARKET
Type: ST
Suffix: 

City: PHILADELPHIA
State: PENNSYLVANIA

Out of State City: 
Out of State County: 

Country: UNITED STATES
Zip Code: 19107

Make Secondary Address same as Primary Address?

Secondary Address

Street: 1101
Prefix: 
Street Name: MARKET
Type: ST
Suffix: 

City: PHILADELPHIA
State: PENNSYLVANIA

Out of State City: 
Out of State County: 

Country: UNITED STATES
Zip Code: 19107

Copy From Primary Address
Clear
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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.