

Job Aid

How to Search and View Holding Point Location

Overview

Objective: To provide a detailed, step-by-step guide on how to search and view Holding Point Locations in Panorama Guided Workflow (PGW). Users can use this function to see the number of doses they have in possession and identify what they can administer.

Pre-Requisites: Access to the PGW system with appropriate permissions, and an organization with more than one Holding Point Location within a Holding Point, such as a hospital.

Audience: All PGW users with the following permissions: Guided Flow – All (Edit & View), Guided Flow – All (View Only), or Guided Flow – Inventory (Edit & View).

Best Practice: Users should only be using the previous and next buttons within PGW, and not the browser's buttons (i.e., forward, back and refresh).

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Summary of Changes Since Last Version

Please see below for a summary of recent document changes:

Date	Reference	Description of Changes
09-02-2026	Overview – Page 1	Added new workaround for dropdown field values
09-02-2026	Key PGW Terminology – Page 2	Moved Key PGW Terminology table to the beginning of the document
09-02-2026	Key PGW Terminology – Page 2	Removed definitions for Cold Chain Quarantine, Requisition, and Requisition ID Added definition for Service Delivery Location

Inventory | Key PGW Terminology

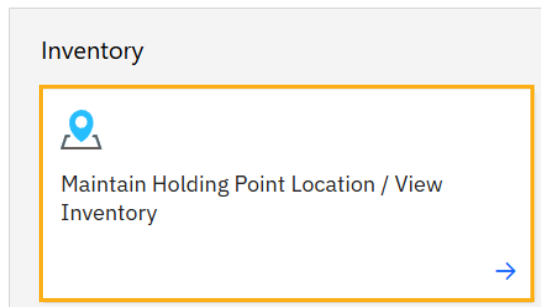
Term	Definition
Cold Chain Capable	This indicates a system, facility, or piece of equipment that has the tools and power to keep vaccines at the right cold temperature.
Holding Point (HP)	Any facility that stores inventory. A facility is assigned a Holding Point Code which is a unique identifier assigned by the PHU.
Holding Point Location (HPL)	Holding Point Locations (HPLs) represent physical locations (e.g., refrigerated lockers, freezers, shelves) within a Holding Point (HP) where inventory is managed and tracked.
Immunization Agent	The Immunizing Agent drop-down list in PGW contains all vaccines (agents) that are currently licensed for use in Canada. PGW users should only select COVID-19.
Organization	This is the name of the organization that the PGW user belongs to.
Service Delivery Location	A building or place from which immunization services is provided. This field is system-populated with the user's organization.

Search Holding Point Location

In this flow, users can search and view the Holding Point Location (HPL) information. An HPL represents a physical storage area, such as a shelf, within a Holding Point (HP). A Holding Point is any facility that stores inventory, such as a refrigerator. PGW users cannot update HPL information; any changes to an HPL must be requested through their Public Health Unit (PHU).

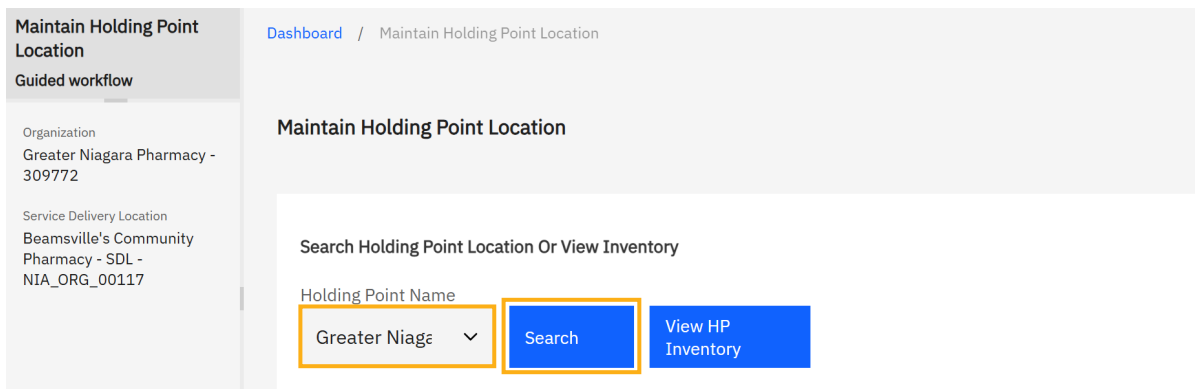
Follow these steps to search for holding point location details:

1. Click the **Maintain Holding Point Location / View Inventory**.



2. Verify the **Holding Point Name**.

3. Click **Search**.



Note: In most cases, the **Holding Point Name** will be automatically populated based on your organization's assigned operational Holding Point.

Note: If you need a new HPL or need to update existing HPL details, contact your PHU to submit a request.

View Holding Point Location

Follow these steps to view your holding point location details:

1. Review the **Search Results** and select the radio button beside the **Holding Point Location** you would like to view.
2. Click **View HPL Inventory**.

Search Results (1 Total Records)

Filter Table

	Holding Point Location	Holding Point Location Type	Cold Chain Capable	Status
☒	NIA_00565_OP_F1	Operational	Refrigerated	Active

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[View HPL Inventory](#)

3. Verify the **Inventory Details – Holding Point Location** details.
 - a. **Organization**
 - b. **Service Delivery Location**
 - c. **Cold Chain Capable**

Maintain Holding Point Location
Guided workflow

Organization
Greater Niagara Pharmacy - 309772

Service Delivery Location
Beamsville's Community Pharmacy - SDL - NIA_ORG_00117

Holding Point
Greater Niagara Pharmacy

Holding Point Location
NIA_00565_OP_F1

Holding Point Location Description

Storage Type
Operational

Status

Cold Chain Capable
Refrigerated

Storage Capacity

Temperature Range
2 to 8 Celsius

Dashboard / Maintain Holding Point Location / Inventory Details - Holding Point Location

Inventory Details - Holding Point Location

Mobile ☐ Protected From Light ☐ Asc Suspended ☐ Inactive ☐ Auto Decrement ☒ Active From 2026 Jan 01 Active To

Immunizing Agent	Trade Name	Product Alternative ID	Product Lot	Current Expiry Date	Quantity Available (Doses)
COVID-19 mRNA	COVID-19 SPIKEVA...	657167600	D05440A	2026 Jun 26	2
COVID-19 mRNA	COVID-19 SPIKEVA...	657167600	D05437B	2026 Jun 19	3
COVID-19 mRNA	COVID-19 SPIKEVA...	657167000	3055248	2026 Aug 04	37

Note: By default, HPL's Storage Type is set to "Operational" and Cold Chain Capable is set to "Refrigerated". You can view inventory details for HPLs, but you will not be able to directly edit. For any changes or questions, contact your PHU for assistance.

Additional Support - Key Contacts

For additional support, reach out to the following contacts:

For PGW technical and ONE ID support	Ontario Health Service Desk Tel: 1-866-250-1554 Email: oh-servicedesk@ontariohealth.ca Note: When reporting an issue, never send personal health information, always refer to the client using their Client ID.
For inventory related questions	Your vaccine supply source Pharmacies Only: For inventory suspension issues contact the ministry at vaccinesupplyandlogistics@ontario.ca
For general questions related to the vaccine program	Your public health unit
For PGW onboarding	Panorama Guided Workflow Project Team Email: PanoramaGuidedWorkflow@ontario.ca