Ontario

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).

Process Overview	
Summary of Changes Since Last Version	Page 2
Inventory | Key PGW Terminology	Page 2
Search Holding Point Location	Page 3
View Holding Point Location	Page 4
Additional Support – Key Contacts	Page 5
APPENDIX	Page 6

Summary of Changes Since Last Version

Please see below for a summary of recent document changes:

Date	Reference	Description of Changes
October 14, 2026	Inventory | Key PGW Terminology – Page 3	Updated the “Immunization Agent” terminology to “Immunizing Agent”
	Additional Support - Key Contacts – Page 6	Added contact information for user role and permission updates

Inventory | Key PGW Terminology

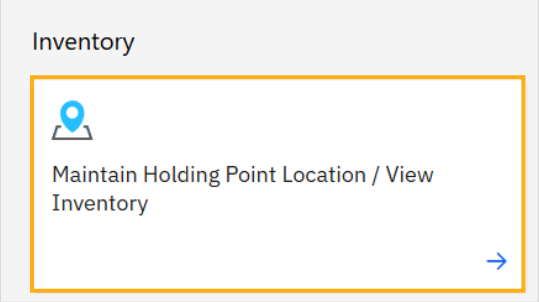
Term	Definition
Cold Chain Capable	This indicates a system, facility, or piece of equipment that has the tools and power to keep vaccines at the right cold temperature.
Holding Point (HP)	Any facility that stores inventory. A facility is assigned a Holding Point Code which is a unique identifier assigned 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.
Immunizing 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 are provided. This field is system-populated with the user’s organization.

Search Holding Point Location

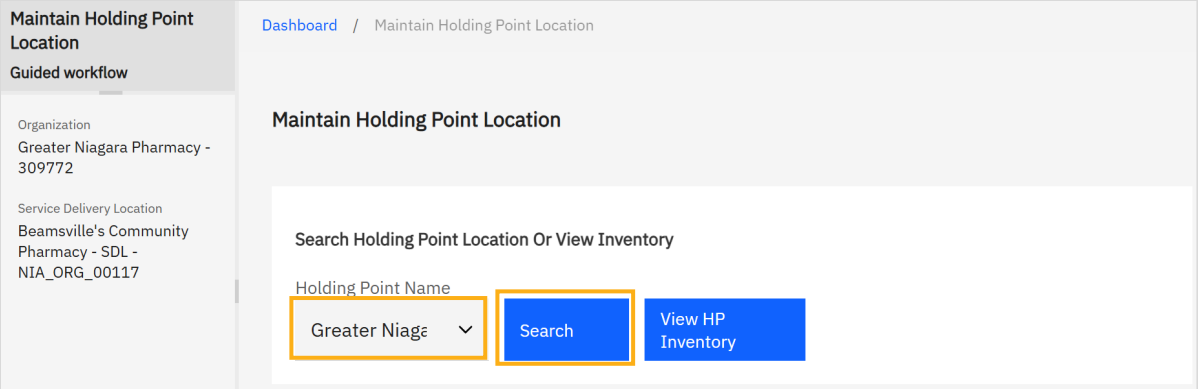
In this flow, users can search and view the Holding Point Location (HPL) information. An HPL represents a physical storage area, such as a shelf, within a Holding Point (HP). A Holding Point is any facility that stores inventory, such as a refrigerator. PGW users cannot update HPL information; any changes 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.

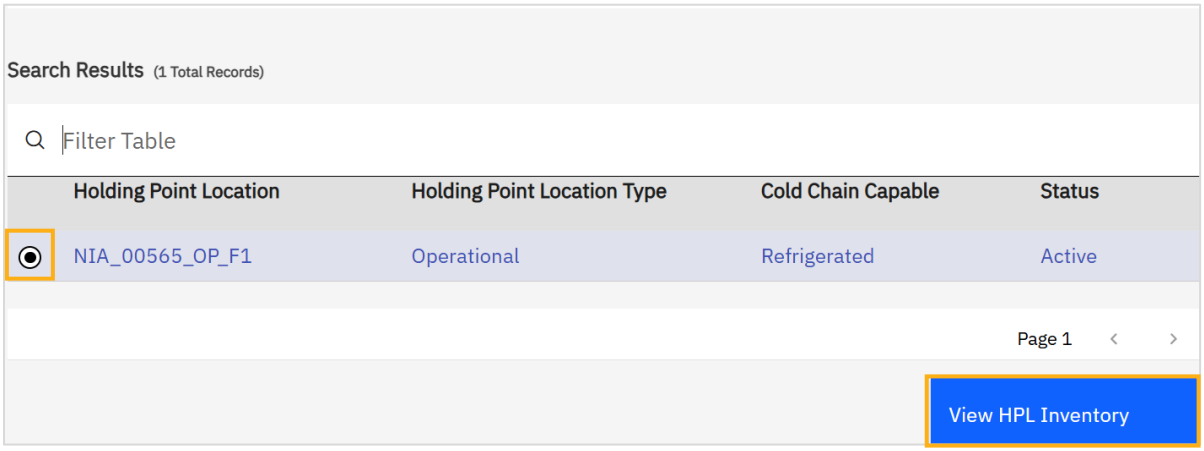
Note: If you need a new HPL or need to update existing HPL details, contact your PHU to submit a request.

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.**

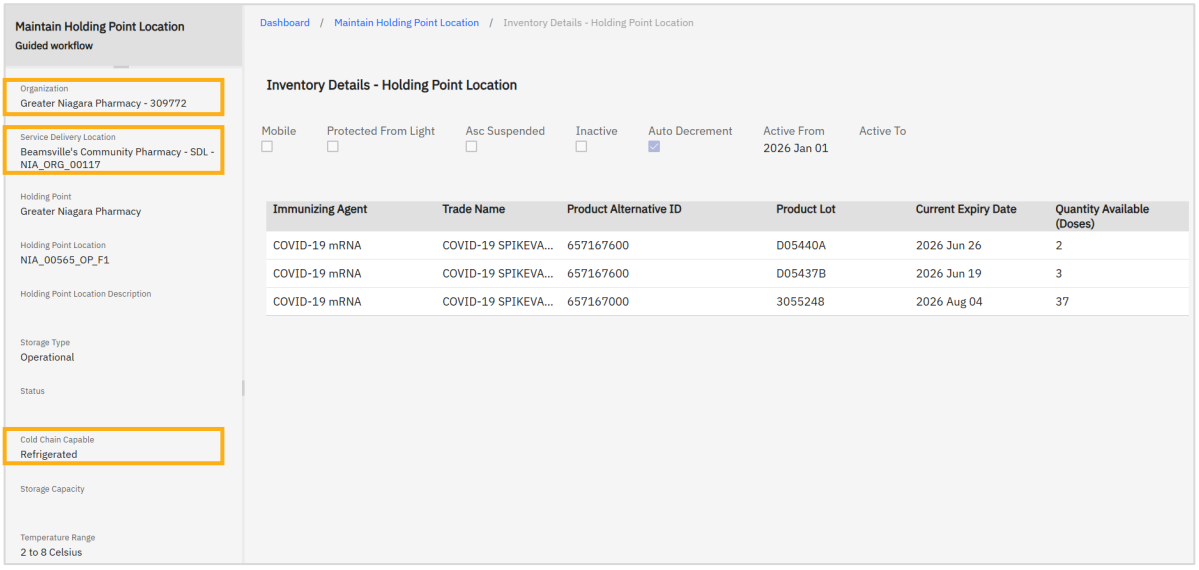


3. Verify the **Inventory Details – Holding Point Location details.**

    a) **Organization**

    b) **Service Delivery Location**

    c) **Cold Chain Capable**



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 user role and permission updates	**Your organization's Local Registration Authority (LRA)** If you're unsure of who your organization's LRA is, please use the LRA search tool: onboarding.accessonehealth.ca/service/findlra or contact Ontario Health Service Desk at the information below.
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

APPENDIX

Summary of Previous Changes

Please see below for a summary of previous document changes:

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