



## 1. Vaccine Order Placement

- Hawaii VFC providers must submit orders for vaccines via the Vaccines For Children Program (VFC) Vaccine Order Form. Orders must be submitted via fax (808-586-8302) or email to [hawaiiivfc@doh.hawaii.gov](mailto:hawaiiivfc@doh.hawaii.gov).
- Providers are encouraged to submit vaccine orders by the 15<sup>th</sup> of every month (1-2 month supply of vaccine is allowed, at maximum).
- Required order components:
  - Current VFC enrollment status.
  - Completion of VFC Educational Requirement within the last year (either "You Call the Shots" modules or participation in a VFC Enrollment or Compliance Site Visit).
  - Evidence that the provider has submitted Vaccine Administration Visit Records or data exchange with the Hawaii Immunization Registry within the last 6 months.
  - Report of vaccine doses used since the item was last ordered. Vaccine usage must be reported to provide necessary justification for fulfillment of new vaccine requests.
  - Report of the number of all VFC doses currently on hand.
    - **Do not** submit inventory information only for the vaccines you are requesting. Complete inventory must be reported regardless of your intent to order vaccines.
    - If the space available on the VFC Order Form is insufficient for complete inventory reporting, please use separate supplemental printed or hand-written forms (e.g., Hawaii VFC program "Vaccine Inventory Sheet").
  - Provider submission (fax or email) of refrigerator and freezer temperature logs for all units that house VFC vaccine.
- If a provider must request additional vaccines after submitting an order for the month, additional vaccines must be requested on a new order form to avoid receiving duplicate shipments.
  - Do not record "add-on" vaccines on previously approved/processed VFC Vaccine Order Forms.
  - Please indicate on the fax cover sheet or the order form that the request is an "add-on" to order additional vaccines.

## 2. How to Ensure Vaccine Orders are Received in a Timely Manner:

- If any of the elements in section 1 (above) are missing, provider order processing will be delayed.
- Providers should ensure that their delivery address and hours of operation are up-to-date. Please be sure to indicate if the provider office will be closed for holidays or other reason within the next month.

## 3. Urgent/Emergency Vaccine Requests

If vaccine is needed urgently, please submit your order via fax or email and immediately contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to notify VFC staff of the urgent request.



#### 4. Order Notification

Providers will receive fax or emailed confirmation of the Hawaii VFC Program's receipt of your order form as well as notification when your order has been submitted to the CDC. If you have any questions or concerns regarding VFC vaccine order status please contact the Immunization Branch/VFC Program at (808) 586-8300, 1-800-933-4832 (toll-free) or [hawaiiivfc@doh.hawaii.gov](mailto:hawaiiivfc@doh.hawaii.gov).

#### 5. Timing of Vaccine Shipments

- Vaccine shipments typically arrive at provider offices within one to two weeks after the order is submitted to the CDC. Providers should be on the lookout for their vaccine deliveries.
- If an expected vaccine shipment has not arrived, please contact the Immunization Branch/VFC Program at (808) 586-8300, 1-800-933-4832 (toll-free) or [hawaiiivfc@doh.hawaii.gov](mailto:hawaiiivfc@doh.hawaii.gov).

#### 6. Warm, Damaged, or Delayed Shipments

- Providers should **never** refuse vaccine shipments under any circumstances including delivery after provider hours (i.e., suspected "warm"/spoiled vaccines) or damage to the exterior package.
- Open the package **immediately**, check the temperature monitor reading (if available), inspect the vaccine, compare the vaccine received with the vaccine products indicated on the packing list, and store at the appropriate temperature.
- If you suspect that vaccine viability has been compromised, vaccines should be separated from non-affected vaccine stock (e.g., placed in a paper or zip-top bag), labelled "Do Not Use," and stored at appropriate temperatures until vaccine viability is determined.

Follow the procedures below based on where the vaccine was shipped from:

##### Shipments from McKesson (all refrigerated vaccines):

- **VFC providers must contact McKesson directly on the same day that delivery has occurred to report the shipping incident.** McKesson has a telephone number specifically dedicated for receiving provider calls about vaccine viability: 1-877-TEMP123 (1-877-836-7123).
  - **Send an email to:** [cdccustomerservice@mckesson.com](mailto:cdccustomerservice@mckesson.com) if reporting a shipping incident to McKesson after 8:00 pm Eastern Time.
- McKesson will request that you supply photos of the shipping container, packaging, and activated warm/freeze monitors. Take photos for documentation purposes and avoid disposal of shipping boxes/packaging, packing slips, and temperature monitors until the situation is resolved.
- Contact the Immunization Branch/VFC Program at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.
- VFC staff will work with McKesson to determine if vaccine is viable, replace vaccines (if needed), and arrange for the return of any spoiled vaccines.



**Shipments from Merck (frozen vaccines – Varicella/MMRV)**

- Return/replacement instructions are included in all Merck shipments. Please contact Merck directly at 1-800-MERCK-RX (1-800-637-2579) to arrange for vaccine return/replacement.
- Providers must contact Merck within 15 days of the original shipment to report the vaccine spoilage and request replacement vaccine.
- Note: For frozen vaccine shipments, diluent is located in the lid compartment of the shipping box.

**Varivax (Varicella)**

- Merck varicella vaccine shipments no longer include temperature indicators. Viability is determined by assessing shipment transit time. Providers will need to look on their packing slip to identify their shipment date.
- Orders of 40 doses or less will be shipped in the small 2 day box, unless those 40 doses are shipped on a Thursday or Friday in the large 4 day box for delivery on a Monday or Tuesday.
- Orders of 40 doses or more will ship in the large 4 day box.

**ProQuad (MMRV)**

- Orders are viable for 1 day regardless of shipping container size. ProQuad shipments may include a temperature monitoring device.

**Shipments from the Hawaii Immunization Branch/Vaccine Supply and Distribution Section (VSDS)**

- VSDS will ship the following vaccines/biologics to providers on the Neighbor Islands:
  - DT (special-order vaccine, not available from CDC/McKesson)
  - HBIG (Hepatitis B Immune Globulin for Birthing Hospitals)
  - Vaccines/biologics requested in response to a disease outbreak
- A warm temperature monitor strip and a freeze indicator will be included in the vaccine/biologics shipment.
- Inspect the temperature monitors and if any have activated, take photos of the monitors and contact the Immunization Branch/VFC Program at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.
- VSDS/VFC staff will work with you to determine if vaccine is viable, replace vaccines (if needed), and arrange for the return of any spoiled vaccines.

**7. Over Shipments and Misshipments**

- “Over Shipments” are defined as situations in which the vaccine quantity shipped to a provider exceeds the amount that was ordered.
- “Misshipments” are defined as shipments that include at least one vaccine product that was not ordered by the provider.



- In each of the above-listed situations, vaccines which exceed a provider's immediate need have been shipped. **The preferred action is for the provider to keep the additional vaccine and use it. If this is not possible, vaccine should be transferred to a VFC provider in the near vicinity. If vaccine will be transferred to another facility, please complete and submit the Vaccine Transfer Form to the Immunization Branch/VFC program.**
- Contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident.

## 8. Delivery Shortage

- A delivery shortage has occurred if a product is listed on the packing slip, but is not included in the vaccine shipment.

### Shipments from McKesson (all refrigerated vaccines):

- Contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident and request additional vaccine. VFC staff will work with McKesson to arrange for the shipment of additional vaccine.
- **Delivery shortage reports must be made on the same day that delivery has occurred.**
- Please be prepared to provide the following information and answer the following questions:
  - Provider PIN
  - Provider Name
  - Order Delivery Date
  - NDC
  - Number of missing doses
  - Is the packing slip for the correct provider?
  - Does the product that was shipped match the packing slip?
  - Does the delivery number on the packing slip match the delivery number on the shipping label affixed to the outside of the shipping container?

### Shipments from Merck (Varicella/MMRV)

Promptly contact the Merck Call Center at 1-800-637-2579 to report the shortage and request additional doses.

## 9. Concealed Shortage

A concealed shortage is defined as product shortages that are found within the manufacturer's packaging. For example, after you open a new box of MMR vaccine, you find that only 6 doses are included in the package, rather than 10. *For all concealed shortages, the manufacturer should be contacted directly to arrange shipment for the product that is missing.*



## 10. Diluent Shortage

### MMR (shipped from McKesson)

- For shipments containing MMR vaccine, please ensure that you count the number of diluent doses supplied as soon as the shipment arrives to verify that the number supplied matches the number of vaccine doses received. **Requests for missing diluent must be made on the same day the shipment is received.**
- If there is a shortage, contact the Immunization Branch at (808) 586-8300 or 1-800-933-4832 (toll-free) to report the incident and request additional diluent. VFC staff will work with McKesson to arrange for the shipment of additional diluent.
- McKesson will not fill requests for additional MMR diluent that are not related to a specific order that had been missing diluent doses.
- Please note that diluent and vaccine may **not** have the same expiration dates.

### Varicella, MMRV (shipped from Merck)

- Diluent for Merck's frozen vaccines is packed in the top compartment of the shipping container. Please ensure that you remove the diluent from the top compartment prior to discarding/disposing of the shipping container.
- If there is a shortage of diluent, contact the Merck Call Center at 1-800-637-2579 to report the shortage and request additional supply.

## 11. Repackaging

- Providers are permitted to order single doses of non-routinely administered VFC vaccines, including Td and Pneumococcal Polysaccharide (PPSV23) vaccines, rather than the 10-dose package size.
- McKesson will supply the requested vaccine vial(s) in a 6" x 8" amber bag. Since the repackaged vaccines are sent directly from McKesson, the bags are considered "original packaging."
- Vaccines should remain in the amber bags during storage at your facility as the bags offer protection for light-sensitive vaccines.

## 12. Conclusion

- This document will be updated as information evolves.
- Please pay close attention to Hawaii VFC Program communications (emailed notices) to stay current with program updates and as well as any changes to current policy/procedures.
- You are encouraged to share this resource with other staff members.
- The Hawaii VFC Program values your input. If you have any comments or questions pertaining to VFC vaccine ordering and deliveries, please contact us at (808) 586-8300, 1-800-933-4832 (toll-free), or [hawaiiivfc@doh.hawaii.gov](mailto:hawaiiivfc@doh.hawaii.gov).