

# VFC Vaccine Orders and Inventory in the Hawaii Immunization Registry (HIR)

Department of Health Immunization Branch  
Vaccine Supply and Distribution Section  
May 17, 2016



# Training Agenda



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Today's training session will be divided into two parts:

- Programmatic
  - Elements required for VFC order processing
  - VFC order approval process
- Technical
  - Using HIR to record and submit provider inventory information
  - Using HIR to place a VFC vaccine order and accept vaccine shipment information into HIR inventory



# VFC Orders - Required Elements

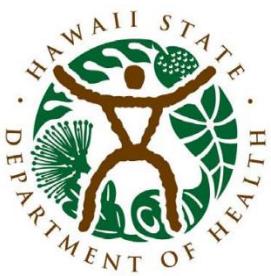
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- Current VFC and HIR enrollment status
  - Annual re-enrollment is required for both the VFC program and HIR.
- Completion of annual VFC Educational Requirement
  - VFC Educational Requirement consists of either:
    - Completion of VFC Compliance Site Visit within the last year
    - Completion of both CDC “You Call the Shots” training modules within the last year:
      - Vaccines for Children Program
      - Vaccine Storage and Handling
- Evidence that the provider has submitted Vaccine Administration Visit Records (VAVRs) or submitted vaccine administration data to HIR within the past 6 months



# VFC Order Required Elements - Continued

- Provider submission (via fax or email) of refrigerator and freezer temperature logs for all units that house VFC vaccine.
  - Providers are required to submit the VFC-supplied, twice-daily temperature logs on a monthly basis.
  - If a temperature excursion is identified, providers must take immediate action to investigate and resolve the temperature excursion, including notification of the Hawaii VFC program and contacting vaccine manufacturers to determine vaccine viability.
  - All actions must be noted on the “Vaccine Storage Troubleshooting Record” located on the back on the twice-daily temperature log. This troubleshooting record must be faxed/mailed along with the temperature logs.
  - If not supplied with the temperature logs, providers will be contacted and reports from the VFC-supplied temperature data logger devices will also be requested.



# VFC Order Required Elements - Continued

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- Report of doses used since last inventory submitted via HIR as well as report of inventory currently on-hand.
  - Report must reflect ALL doses administered and ALL doses on hand. Please take this into account if you have multiple vaccine storage units and multiple physicians at your facility.

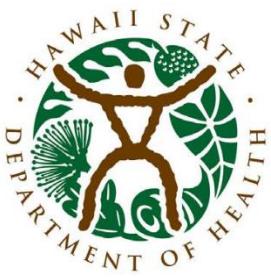


# VFC Order Required Elements - Continued

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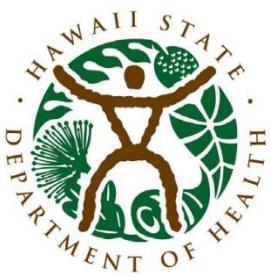
- Up-to-date provider vaccine ordering contact, delivery address, and provider hours information.

Any missing information will result in order processing delays.



# Timing of VFC Vaccine Orders

- VFC providers are encouraged to submit vaccine orders from the 1<sup>st</sup> through the 15<sup>th</sup> of the month.
  - If a provider has already placed an order for the month but additional vaccine is required urgently, providers may submit another order. Please contact the Hawaii VFC program if you need to place additional order(s).
- NOTE: Vaccine orders received after the 15<sup>th</sup> will be processed but may be reduced if vaccines are in low supply or are unavailable.
  - Example: Pentacel®



# Order processing delayed? Contact Us!

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If your vaccine order is not processed within one week of submission and you have not been contacted by the VFC program for missing information, please contact us:

- 586-8300 (Oahu)
- 1-800-933-4832 (Neighbor Islands)
- [hawaiivfc@doh.hawaii.gov](mailto:hawaiivfc@doh.hawaii.gov)



# VFC Vaccine Order Approval Process

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Ok - I'm up-to-date with my VFC/HIR enrollment and educational requirements and have submitted all necessary documentation.

## What happens next?

- VFC staff will take a close look at the doses administered and inventory on-hand information that you submitted.
- We will use the number of doses administered since your last inventory to determine your average monthly usage for each vaccine.
- Next, we'll look at the number of doses that you currently have on-hand.
- IF the number of doses that you currently have on hand EXCEEDS the number of doses you are projected to use within a two month period, your vaccine order may be reduced or denied.



# Example

**HIR**  
Hawaii  
Immunization  
Registry

Training 11.2.0

Patients  
manage patient  
enter new patient  
Immunizations  
manage immunizations  
Reports  
reminder / recall  
check reminder status  
cocasa extract  
check request status  
vfc report  
group patients  
check group status  
assessment report  
check assessment  
benchmark report  
check benchmark  
manage custom letters  
ad hoc list report  
ad hoc count report  
ad hoc report status  
sfas provider report  
sfas report status  
Inventory  
manage inventory  
manage transfers  
shipping documents  
transaction summary  
doses administered  
record inventory  
manage orders  
manage returns  
manage wastage  
Maintenance  
manage schools

home | manage access/account | forms | related links | logout | help desk | training |

organization Vaccine Ordering Clinic 1 • user Heather Trainer • role Provider Level II

This is Training. Please do not enter actual patient data!

Inventory On Hand Successfully saved and submitted

**Inventory On-Hand**  
For accurate inventory reconciliation, please ensure that all inventory transactions have been recorded prior to submitting your current inventory on-hand. This screen may be printed to use as a worksheet for gathering inventory on-hand.

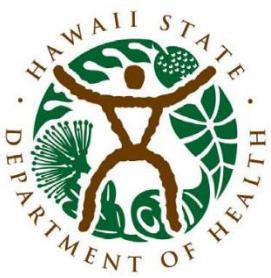
Inventory Date: 05/09/2016

The inventory list includes all non-expired publicly funded vaccines both active and inactive. In addition, vaccines that expired since the last inventory on-hand was recorded will also be displayed. Inventory must be entered as a whole number (round down) in the physical inventory on-hand field.

Last Inventory On-Hand was on: 11/10/2015

Lots with Inventory  All

| Vaccine                   | TradeName      | Manufacturer                                                | Package                                                 | NDC Number    | Lot Number | Exp Date   | Doses Given Since Last Inventory | Physical Inventory On-Hand |
|---------------------------|----------------|-------------------------------------------------------------|---------------------------------------------------------|---------------|------------|------------|----------------------------------|----------------------------|
| DTaP,5 pertussis antigens | DAPTACEL       | Sanofi Pasteur Inc. (Connaught and Pasteur Merieux) PMC     | DAPTACEL 10 pack - 1 dose vials                         | 49281-0286-10 | C8964AA    | 06/30/2017 | 29                               | 11                         |
| DtaP-Hib-IPV              | Pentacel       | Sanofi Pasteur Inc. (Connaught and Pasteur Merieux) PMC     | Pentacel 5 pack - 1 dose vials                          | 49281-0510-05 | C6395AC    | 06/30/2017 | 2                                | 18                         |
| HepA-Peds                 | Havrix-Peds    | GlaxoSmithKline (SmithKline Beecham and Glaxo Wellcome) SKB | Havrix Peds 10 pack - 1 dose T-L syringes               | 58160-0825-52 | AZ54D      | 11/01/2017 | 15                               | 45                         |
| HepB-Peds                 | Engerix-B Peds | GlaxoSmithKline (SmithKline Beecham and Glaxo Wellcome) SKB | Engerix-B Peds 10 pack - 1 dose T-L syringes, No Needle | 58160-0820-52 | 9L95P      | 10/31/2016 | 12                               | 58                         |
| Hib-PRP-T                 | ActHib         | Sanofi Pasteur Inc. (Connaught and Pasteur Merieux) PMC     | ActHib 5 pack - 1 dose vials                            | 49281-0545-05 | UI653AA    | 06/30/2016 | 9                                | 0                          |
| Hib-PRP-T                 | ActHib         | Sanofi Pasteur Inc. (Connaught and Pasteur Merieux) PMC     | ActHib 5 pack - 1 dose vials                            | 49281-0545-05 | UI894AA    | 10/31/2016 | 20                               | 5                          |
| Hib-PRP-T                 | ActHib         | Sanofi Pasteur Inc. (Connaught and Pasteur Merieux) PMC     | ActHib 5 pack - 1 dose vials                            | 49281-0545-05 | UI968AA    | 09/30/2017 | 0                                | 30                         |



# Common Inventory Reporting Errors

- Providers must complete BOTH “Doses Given Since Last Inventory” and “Physical Inventory on Hand” columns for each vaccine type.
  - VFC staff often receive inventory reports in which the “Doses Given Since Last Inventory” column is left blank.
    - By leaving the column blank, providers are informing the VFC program that zero doses of vaccine have been administered, which may indicate to VFC staff that vaccine resupply is not necessary.
  - If you have multiple physicians at your facility please include all doses administered in your inventory report. If usage is underreported, your VFC orders may be reduced.



# Common Inventory Reporting Errors, Continued

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Inventory Reports and Vaccine Orders **MUST**  
be submitted in HIR on the same day.

HIR will not permit users to enter a vaccine order if an  
inventory report has not first been submitted.



# Provider Order Status

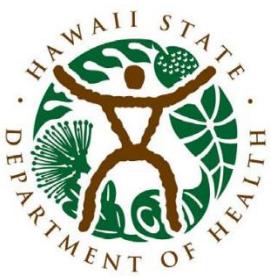
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- Now, let's log-in to the Hawaii Immunization Registry to see what our “example” provider requested.
- How can we tell if the vaccine line items ordered were approved, reduced, or denied?
  - Click on the blue-hyperlinked order status link (“APPROVED”) to open the order
  - Look at the “Quantity Approved” and “Quantity Denied” fields to see how many doses were approved/denied for your order.
  - Any time an order line item is reduced or denied, a reason will be indicated in the “comments” field.



# Common Ordering Errors

- Providers use/stock one vaccine brand but submit an order for the vaccine that they do not routinely administer.
  - Examples:
    - Provider routinely administers Havrix® but places an order for Vaqta® (other “red flag” vaccines - RotaTeq® /Rotarix®, ActHib® /Pedvax®, etc.)
    - Provider orders PPSV23 instead of PCV13

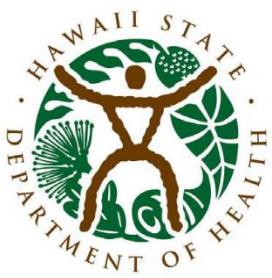


# Common Ordering Errors, Continued

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- Providers place orders for vaccine amounts that greatly exceed their estimated two-month vaccine supply.

Please double check your vaccine orders prior to submission. If VFC staff need to contact you for clarification, it is very likely that your order will be delayed.

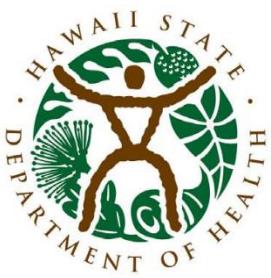


# Questions?

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This concludes the programmatic portion of the presentation.

We'll take some time now to answer a few questions related to the information that we just covered.



# Using HIR to submit inventory information

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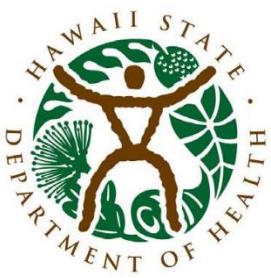
- Now we'll switch gears and move to the “technical assistance” portion of this training.
- Inventory information must be submitted before you can place an order for vaccine so let's do that first.
  - Log-in to HIR
  - Navigate to the “Record Inventory” menu option located on the left side of the screen under the “Inventory” heading.
  - In the next screen, select “Enter New Inventory on Hand”
    - Note that only ONE inventory report may be submitted per day.



# Using HIR to submit inventory information

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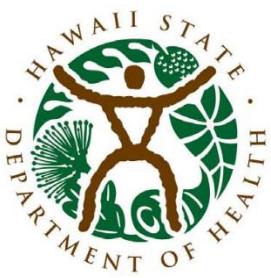
- Let's go over the “Inventory on Hand” screen:
  - The buttons on the top right of the screen are your “function” buttons for the page:
    - “Print screen” will create a printable version of the page.
      - TIP: Click on the “Print Screen” button to create a useful worksheet that you can bring to your refrigerator/freezer when you conduct your physical inventory.
    - “Save” allows you to save an inventory on-hand report that is currently in progress. Be sure to save your work **every 15 minutes** to avoid timing-out. If you time-out, all data that you've entered will be lost. You can return to “Saved” inventory reports at any time and pick up where you left off.
    - “Save and Submit” will allow you to submit your inventory report to the VFC program. Do not select “Save and Submit” until you have finished entering all information. Once you have selected “Save and Submit” the information you entered will no longer be editable.
    - “Cancel” will return the user to the previous screen (“Inventory on Hand Lists”)



# Using HIR to submit inventory information

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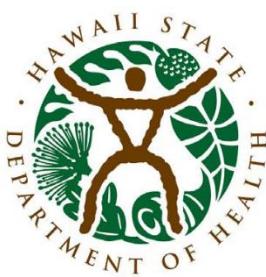
- The “Inventory Date” will default to today’s date.
- The “Last Inventory on Hand” will display the date an inventory report was last submitted.
- The “Lots with Inventory” and “All” radio buttons control the vaccines that will display in the “State Supplied Vaccine” section.
  - The “Lots with Inventory” view will include only those lots that currently have one dose or more in your HIR inventory.
  - The “All” view will include vaccines that have been zeroed out in your inventory (i.e., all doses have been administered). This is useful when you would like to report “doses given” for a lot than now has a zero balance.



# Using HIR to submit inventory information

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- In the “Inventory on Hand” page you will see a list of all vaccines currently in your VFC inventory (“State Supplied Vaccine”).
  - Information in the “State Supplied Vaccine” section is populated when you accept VFC order transfers.
    - What is an “order transfer”? Order transfers are how new inventory information for VFC shipments populates in HIR.
    - Viewable in the “manage transfers” menu option under the “Inventory” heading.



# Example Order Transfer

**HIR**  
Hawaii  
Immunization  
Registry

**Training 11.2.0**

**Patients**  
manage patient  
enter new patient

**Immunizations**  
manage immunizations

**Reports**  
reminder / recall  
check reminder status  
cocasa extract  
check request status  
vfc report  
group patients  
check group status  
assessment report  
check assessment  
benchmark report  
check benchmark  
manage custom letters  
ad hoc list report  
ad hoc count report  
ad hoc report status  
stas provider report  
stas report status

**Inventory**  
manage inventory  
manage transfers  
shipping documents  
transaction summary  
doses administered  
record inventory  
manage orders  
manage returns  
manage wastage

**Maintenance**  
manage schools

home | manage access/account | forms | related links | logout | help desk | training | ☰

organization: [REDACTED] • user: Heather Winfield-Smith • role: Provider Level II

This is Training. Please do not enter actual patient data!

**Manage Transfer**

Create a New Transfer... [New Transfer](#)

Return to the Previous Screen... [Cancel](#)

**Transfer List**

**Outbound Transfer**

| Create Date           | Type | Order ID | Sending Org:Site | Receiving Org:Site | Ship Date | Receive Date | Return Date |
|-----------------------|------|----------|------------------|--------------------|-----------|--------------|-------------|
| No Outbound Transfer. |      |          |                  |                    |           |              |             |

**Inbound Transfer**

| Create Date | Type  | Order ID | Sending Org:Site                    | Receiving Org:Site | Ship Date | Receive Date | Return Date |
|-------------|-------|----------|-------------------------------------|--------------------|-----------|--------------|-------------|
| 04/24/2013  | ORDER | 195      | DOH Vaccine Supply and Distribution | [REDACTED]         |           | 04/24/2013   |             |

**Historic Transfer (last 7 days by default)**

Show by Last Updated Date From: 05/03/2016  To: 05/10/2016  Refresh List

| Create Date           | Type | Order ID | Sending Org:Site | Receiving Org:Site | Ship Date | Receive Date | Return Date | Restock Date |
|-----------------------|------|----------|------------------|--------------------|-----------|--------------|-------------|--------------|
| No Historic Transfer. |      |          |                  |                    |           |              |             |              |



# Example Order Transfer

**HIR**  
Hawaii  
Immunization  
Registry

**Training 11.2.0**

**Patients**  
manage patient  
enter new patient

**Immunizations**  
manage immunizations

**Reports**  
reminder / recall  
check reminder status

cocasa extract  
check request status

vfc report  
group patients  
check group status

assessment report  
check assessment

benchmark report  
check benchmark

manage custom letters

ad hoc list report

ad hoc count report

ad hoc report status

sfas provider report

sfas report status

**Inventory**  
manage inventory  
manage transfers  
shipping documents

transaction summary  
doses administered  
record inventory

manage orders  
manage returns  
manage wastage

**Maintenance**  
manage schools

[home](#) [manage access/account](#) [forms](#) [related links](#) [logout](#) [help desk](#) [training](#)

organization [REDACTED] • user Heather Winfield-Smith • role Provider Level II

This is Training. Please do not enter actual patient data!

**Receive Transfer**

Accept Entire Transfer....

**Receiving Site**

If you wish to accept all or part of this transfer, you must specify the site which will receive the inventory in this transfer.  
Receiving Site [REDACTED]

**Transfer Between Organizations Created on 04/24/2013**

| Sending Entity                                                                                                                                                                                                                        | Receiving Entity                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Organization DOH Vaccine Supply and Distribution<br>Site DOH Vaccine Supply and Distribution<br>Address 1 Vaccination Court<br>HONOLULU, HI 96801<br>Contact Heather Winfield-Smith<br>Phone # (808) 586-8348<br>Ship Date 04/24/2013 | Organization [REDACTED]<br>Site [REDACTED]<br>Address [REDACTED]<br>Contact [REDACTED]<br>Phone # [REDACTED] |

**Transfer Vaccine Item**

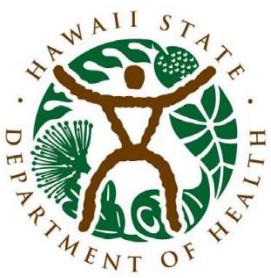
| Transfer Quantity | Vaccine Group | Trade Name | Lot Number | Inventory Action               |
|-------------------|---------------|------------|------------|--------------------------------|
| 30                | MMR           | MMR II     | 5856U      | <a href="#">Create New Lot</a> |



# Using HIR to submit inventory information

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- Ok - let's get back to entering inventory information.
- We went over inventory information that is stored in the “State Supplied” section. What is the “Manual Vaccine Entry” section for?
  - You may use the “Manual Vaccine Entry” section to report non-VFC (i.e., private stock) borrowed doses that you have on-hand.
  - Note that the manual vaccine entry section should be used only on rare occurrences as borrowing should be kept to a minimum and VFC stock should appear in the “State Supplied Vaccine” section of the report.



# Using HIR to submit inventory information

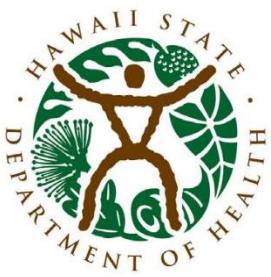
- Once you have completed your data entry, please take the time to double check your information before submitting.
- Things to look for:
  - Both “Doses Given” and “Physical Inventory On-Hand” columns are completed for all vaccines.
  - DO NOT submit duplicate “State Supplied Vaccine” and “Manual Vaccine” entries (i.e., ensure that each line item has a unique lot number). Duplicates will cause file errors that could result in delayed vaccine shipments.
  - Ensure that ALL doses administered and ALL doses on hand are reported.



# Using HIR to submit inventory information

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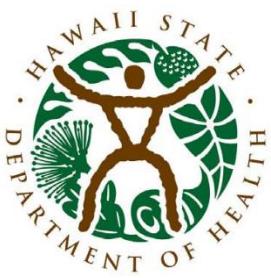
- Other things to consider:
  - You may only submit one inventory report to the VFC program per day.
  - You will not be able to edit the inventory report once it has been submitted.
  - If you discover an error after the report was submitted, call the Hawaii VFC program to see if staff may adjust/correct your information:
    - 586-8300 (Oahu)
    - 1-800-933-4832 (Neighbor Islands)



# Using HIR to submit VFC vaccine orders

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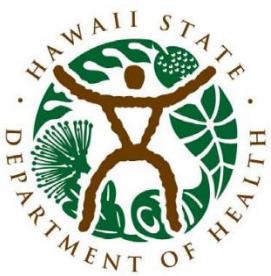
Note that VFC vaccine orders must be submitted on the same day that your inventory report was submitted.



# Using HIR to submit VFC vaccine orders

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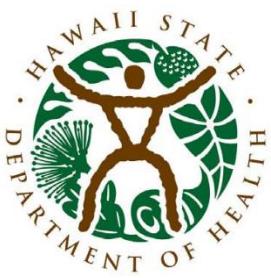
- After you have submitted your inventory information, navigate to the “manage orders” menu option on the left side of the screen under the “Inventory” heading.
- Review delivery information and contact the Hawaii VFC program if anything should be updated.
- Review your “Delivery Days and Times” information and select “Edit Delivery Days/Hours” if you need to update your information.
  - NOTE: DO NOT enter special characters (!@#\$%^&\*) or commas in the “Special Shipping Instructions” field. Special characters and commas will create file errors that could result in delayed vaccine shipments.



# Using HIR to submit VFC vaccine orders

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- After you have reviewed/verified your information, click on the “Create Order” button to begin entering your order amounts.
- In the create order screen, you will see your:
  - Vaccine delivery information
  - Delivery days and times

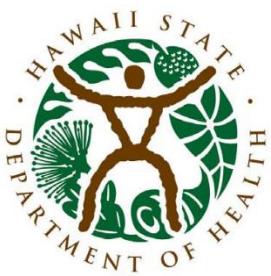


# Using HIR to submit VFC vaccine orders

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- “Function” buttons consist of:
  - “Submit order” (do not select until you’re done with your data entry)
  - “Cancel” - will return you to the previous screen (“Manage Orders”)

Please note that you will need to place orders for the number of doses you require (not vials).

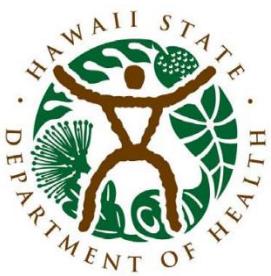


# Using HIR to submit VFC vaccine orders

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Other things to consider:

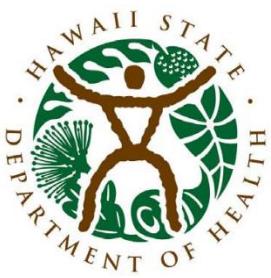
- Vaccine orders should be for a two-month supply.
- Allow 2-3 weeks for delivery.



# Using HIR to submit VFC vaccine orders

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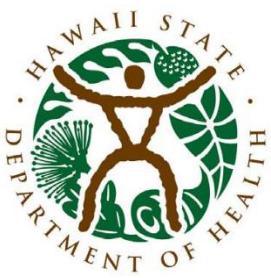
- On the “Create Order” page, vaccines are listed in alphabetical order by vaccine type.
- Pay attention to:
  - Brand names (do not inadvertently order vaccines that you do not routinely stock/administer)
  - Package sizes - order amounts must be in increments according to package size
  - NOTE: Certain, less commonly administered vaccines, are available in single-dose units:
    - PPSV23
    - Td
    - MenB - Bexsero® only



# Using HIR to submit VFC vaccine orders

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- When you are done entering your vaccine order amounts (and have double checked your order) click the “Submit Order” button.
- You will then be returned to the “Manage Orders” screen and will see your new vaccine order at the top of the order list with a status of “Pending.”
- Click on the “Pending” link and you will be able to view your order.
  - NOTE: While in “Pending” status, order amounts remain editable.



# Using HIR to submit VFC vaccine orders

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I forgot to order something! What do I do now???

- Don't worry - we've got you covered (IF your order is still in “Pending” status)!
- In the “Modify Order” screen, click on the “Add to Order” button
  - All vaccines that are not included in your current order will display
  - Add the new vaccine order amounts
  - Click “Submit Additions”
  - You will be returned to the “Manage Orders” page
  - Click on your order status link to view the revised order

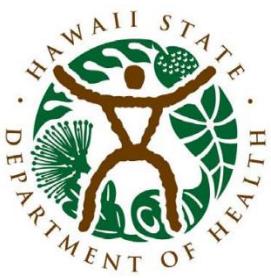


# Using HIR to submit VFC vaccine orders

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I forgot to order something and my order is not in “Pending” status anymore!  
What do I do now???

- If your order is “In Progress” VFC staff may still be able to help. Give us a call:
  - 586-8300 (Oahu)
  - 1-800-933-4832 (Neighbor Islands)
- If your order has already been processed (order status is “Approved” or “Sent to CDC”) you will need to create a new order to request the missing vaccine(s). Contact the VFC program if this occurs.

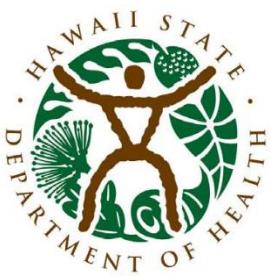


# Using HIR to submit VFC vaccine orders

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## “Approved” status

- Once your order status updates to “Approved,” you can view the number of doses that you have been approved to receive based on the two-month need calculated from your reported doses administered and doses on hand.
- Click on the “Approved” order status link to view the “Quantity Approved” and “Quantity Denied” fields.



# Using HIR to submit VFC vaccine orders

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## What happens next?

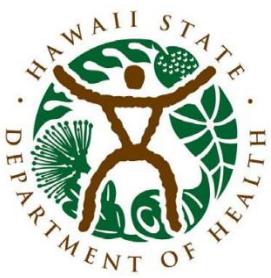
- After orders are sent to the CDC, order fulfillment typically occurs within the next week. Be on the lookout for your deliveries.
- Please note that VFC vaccine shipments may arrive separately:
  - Influenza vaccines (McKesson)
  - All other refrigerated vaccines (McKesson)
  - Frozen storage items - Varicella, MMRV (Merck)



# Using HIR to submit VFC vaccine orders

## How can I tell if my vaccines have shipped?

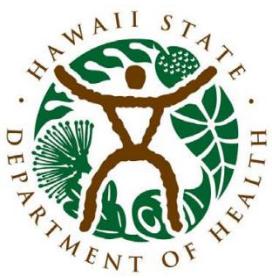
- When vaccine shipment information has been indicated for your order, the order status will change from “Sent to CDC” to “Fulfilled.”
- Remember, not all vaccines in the order may have shipped so click on the order status link to determine which items will be arriving.
- For items that have shipped, the Tradename/NDC, lot number, and quantity shipped fields will be populated.



# Using HIR to submit VFC vaccine orders

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- After vaccine arrives be sure log-in to HIR and accept your order transfers.
- This will ensure that the next time you want to submit an inventory report, the new arrivals will be included in the “State Supplied Vaccine” section of your inventory report.

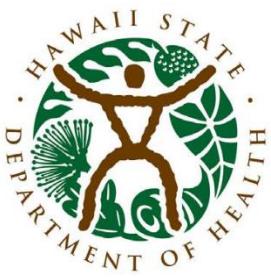


# Questions?

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This concludes the HIR demonstration portion of this presentation.

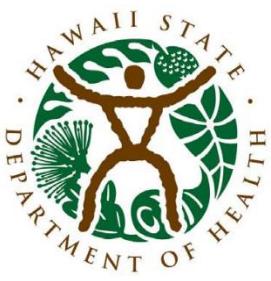
We'll take some time now to answer your questions.



# Upcoming Events

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- Next VFC monthly “Open Call”
  - Tuesday, May 24<sup>th</sup>, Noon
  - Dial-In information:
    - 1-888-482-3560 (toll-free)
    - Access Code: 586-8336



# MAHALO!

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## Thank you for joining us today!

If you have any questions, please contact the Hawaii VFC program:

- 586-8300 (Oahu)
- 1-800-933-4832 (Neighbor Islands)
- [hawaiivfc@doh.hawaii.gov](mailto:hawaiivfc@doh.hawaii.gov)

or contact me directly at:

Heather Winfield-Smith

Vaccines for Children Program

Hawaii Department of Health, Immunization Branch

808-586-8348 (phone) | [h.winfield-smith@doh.hawaii.gov](mailto:h.winfield-smith@doh.hawaii.gov)