NM VFC Program



Vaccine Shipments & Order Delivery Protocol



VFC McKesson and Merck Shipments: Procedures to Follow

 Providers should <u>never refuse vaccine shipments</u> due to damage to the exterior package or delayed delivery.

NOTE: If a delivery is refused, VFC may never receive notification that vaccines were returned and not replaced. So, providers should accept **all** shipments, then, inform VFC if there is a problem.

Procedures:

- ✓ Open vaccine shipments immediately;
- ✓ Check temperature sensors;
- ✓ Inspect vaccines and compare to the packing list. Providers should count the number of diluent doses to be sure there is a correct match of vaccine doses to diluent doses.
- ✓ Store vaccines at appropriate temperatures.

• Report the following:

> Out of range temperature monitors inside the vaccine shipment:

For refrigerated vaccines received with sensors showing out of range temperature

Immediately call McKesson at 877-836-7123

Label vaccines Do NOT Use, Store vaccines as directed, Complete and FAX the VFC Troubleshooting Record to your Regional Immunization Coordinator & NM VFC Program 505-827-1064

- NM VFC encourages calls to McKesson if there are temperature issues since it is critical that calls about vaccine viability reach McKesson within two hours of the time the vaccines arrive (as documented by the carrier).
- Any calls received by McKesson beyond this two hour window results in CDC liability for vaccine replacement, regardless of the cause.
- Avoid using the refrigerated vaccines until resolution is reached.

For Frozen vaccines received with sensors showing out of range temperature

Immediately call your Regional Immunization
Coordinator or VFC Health Educator

Label vaccines Do NOT Use, Store vaccines as directed,
Complete and FAX the VFC Troubleshooting
Record to your Regional Immunization
Coordinator & NM VFC Program 505-827-1064

Avoid using the frozen vaccines until resolution is reached.

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VFC McKesson and Merck Shipments: Procedures to Follow (cont.)

Report:

Damaged package and missing diluent or products:

Damaged package, missing diluent or products



Contact NM VFC at (505) 827-1781

Do not contact McKesson directly with these issues.

Complete and **FAX** the VFC

Troubleshooting Record to your Regional Immunization Coordinator & NM VFC Program 505-827-1064

- Call the NM VFC Program immediately. This will allow VFC to contact McKesson or Merck within the narrow time frame they permit in order to get replacement vaccine at no charge to NM VFC.
- When providers have FedEx or UPS signature releases on file, it allows the carrier to
 drop off any package without a signature. VFC strongly urges providers to cancel
 their signature releases. This will prevent costly vaccines from being left on the
 doorstep since the releases on file at Fed Ex or UPS cannot be overridden by CDCor
 McKesson.

For assistance, contact:

McKesson 877-836-7123

877-822-7746 cdccustomerservice@mckesson.com

NM VFC Program

Health Educator 505-827-1781 Clerk 505-827-2147