

Georgia Immunization Program
Centralized Distribution Information and Instructions for VFC Providers

Revised 1/2010

Troubleshooting Problems / Issues	Instructions
<p>You have a change in your vaccine delivery address, days, and/or hours available for vaccine deliveries.</p> <p>Your office/clinic will be closed for an extended period of time.</p> <p>Your office hours change <u>at all</u> (this includes unscheduled days that the office is closed or you are unable to receive vaccines).</p>	<p>Notify your PPOC (Project Point of Contact) prior to placing your vaccine order.</p> <p>Your PPOC is: Vaccines for Children Program (404) 657-5013</p>
<p>You receive a partial or split vaccine shipment.</p>	<p>Notify your PPOC on Day 1 of the partial or split shipment.</p>
<p>You receive more vaccines than were ordered.</p> <p>You received vaccines that you did not order.</p>	<p>Notify your PPOC who will arrange for vaccine transfer between providers. Viable vaccine cannot be returned to McKesson.</p>
<p>The temperature monitor is tripped, or you suspect the vaccine shipment was compromised in any way.</p>	<p>Follow the instructions for the interpretation of the temperature monitors. The instructions will be attached to the two temperature monitors located in each vaccine shipment box. If there are any questions about how to interpret the temperature monitor readings or you suspect the shipment is compromised in any way:</p> <ol style="list-style-type: none"> 1. Label the vaccines "Do Not Use" and <u>continue to store them at recommended temperatures</u> until a final determination is made. 2. Immediately contact your PPOC for further instruction. McKesson must be contacted by your PPOC within 2 hours of vaccine receipt.
<p>You have nonviable vaccines that need to be returned.</p>	<ol style="list-style-type: none"> 1. Fax a copy of the completed McKesson Return of Federal Vaccine Form to VFC at (404) 657-5736 or outside Metro Atlanta at (800) 372-3627. Faxing this form will initiate a request for a return label. If you call UPS or FedEx directly, <u>you</u> will be charged for the retrieval of the box(es). 2. Returns can be sent in the McKesson shipping container or a container of your own. If you use your own container, ensure that vials are secure (so that they don't break during transport). 3. You must include a copy of the completed McKesson Return of Federal Vaccine Form in the box with the non-viable vaccines that are to be returned to McKesson. 4. Keep a copy of this form for your records.

	<p>* Do <u>not</u> return H1N1 vaccine to McKesson. All H1N1 vaccine must be disposed of locally/at your clinic site.</p> <p>** UPS will pick up all boxes to return to McKesson, even when packages are shipped to you via Fed Ex or DHL.</p> <p>*** Once you have the label and affix it to the box, simply give to your UPS driver the next time s/he is in your office.</p> <p>Scheduling a specific pickup <u>is not necessary</u>. Your UPS driver can pick up the return during their regular visit(s) to your practice.</p>
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Other Important Information

- **McKesson is no longer accepting box returns.** Providers are encouraged to keep one or two boxes on hand in the event an emergency occurs or vaccine needs to be transferred. Please check to see if there is a local recycling program in your area.
- It is imperative that you continue to submit monthly comprehensive reports. Make sure to notify your PPOC of any changes to hours, address, contact, etc.
- You must immediately open all vaccine packages, check the temperature monitor devices, inspect the vaccines and store them at the appropriate temperatures once the package is delivered.
- Direct-ship vaccines, such as varicella, will continue to be shipped by the manufacturer, not McKesson.
- Influenza vaccine may arrive in separate shipments.
- During periods of vaccine shortage, vaccine may be shipped incrementally throughout the month and may arrive in separate shipments.

Vaccine Shipping Timeframes

Vaccine deliveries may take from one to three weeks to arrive at your location. At the time your order is placed, please ensure that your available delivery times are up to date and that you have at least a month's supply of vaccine on hand to decrease the likelihood of running out of vaccine in the event of a prolonged delivery time.