

## RECEIVING VFC VACCINE ORDERS (1/9/2019)

All refrigerated VFC vaccine is shipped from McKesson, usually via FedEx. If you receive a VFC vaccine delivery from McKesson that you feel may be compromised, properly store the vaccine and immediately contact McKesson's Vaccine Viability Line at 1-877-836-7123.

Frozen vaccines – Varivax and ProQuad – are shipped directly to the provider from Merck, usually via UPS. If you have a VFC varicella-containing vaccine direct ship delivery from Merck that you feel may be compromised, please properly store the vaccine and contact the Merck Call Center immediately at 1-800-637-2579.

### Receiving Guidelines:

- Never refuse a vaccine delivery. If you have questions regarding the viability of the vaccine, or don't remember ordering vaccine, accept the delivery, store the vaccine appropriately and then call the manufacturers or your LHD.
- It is a CDC requirement that VFC providers be open with the appropriate staff onsite to receive and immediately store vaccine orders **at least one weekday other than Monday for at least four consecutive hours**. Please ensure that "Shipping Hours" in MCIR reflect this.
- Each provider office should have at least 2 people trained for vaccine ordering and receiving.
- DO NOT leave the vaccine shipment unattended. Vaccine deliveries require immediate attention. Staff who do not routinely handle vaccines but who accept vaccine shipments should be trained to alert the primary vaccine manager or the back-up manager as soon as vaccine shipments arrive so vaccines can be processed immediately and stored properly.
- Provider offices should post signage directing UPS and FedEx delivery personnel to not leave vaccine deliveries unattended.
- "Signature on file" arrangement. DO NOT Have a Signature on File in place for vaccine shipments. This could result in the carrier leaving a vaccine box unattended, which could lead to a vaccine loss!
- Failure to appropriately store vaccine upon delivery could result in a vaccine loss that requires replacement with private stock vaccine.

### McKesson's Refrigerated Vaccine Shipping Box:

- Is much larger than the amount of vaccine contained inside.
- Validated to maintain 2-8 degrees Celsius (36-46 degrees F) for up to 72 hours.
- Will include a temperature monitor – either 3M MonitorMark or FREEZEmarker indicator.
- Boxes are clearly marked to refrigerate upon arrival. Hours of delivery should be listed on the shipping label.
- Vaccine arrives in Ziploc bags. DO NOT leave vaccines in Ziploc bags as temperature is compromised when air flow is locked out.
- If you believe that the refrigerated vaccine shipment is compromised or if the temperature monitors are out-of-range, put the vaccine in a paper bag, mark the bag "DO NOT USE" and store the vaccine at the appropriate temperature. Call McKesson immediately at 1-877-836-7123. This telephone number is printed on the temperature monitors that are placed in each vaccine shipment. Once McKesson has been contacted, the provider and LHD must work with MDHHS for guidance about vaccine viability from the vaccine manufacturer and/or CDC.
- Recyclable, insulated container.
- Shipping boxes cannot be returned. Please recycle if possible!

McKesson has 5 shipping days to ship out the vaccine. Shipping days are Mondays, Tuesdays and Wednesdays (excluding holidays). Keep this timeline in mind when anticipating your vaccine delivery.

#### Merck's Frozen Vaccine Shipping Box:

- Frozen vaccine is shipped with frozen gel packs to maintain proper temperature for two or four days from the shipment date located on the packing list.\*
- No temperature monitor is included in the box. If the box is received outside the shipping timeframe please contact the Merck Call Center at 1-800-637-2579.
- Should you receive a call about a late Varivax/Zostavax shipment, it is important that you ask the provider to check the shipper insert supplied in the box. Attached are examples of the 2-day and 4-day shipper insert. This insert lets you know how long the product is good for based on the shipment date shown on their packing list.
- Diluent is located in the lid. Remove diluent before discarding the shipping box!

\* 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.

**2 DAY**

**SHIPPING TIME**

Proper temperatures will be maintained **2 days from the shipment date shown on the enclosed packing slip.**

**STORE PRODUCT IMMEDIATELY**  
Please store product according to product package.

**FROZEN PRODUCT**

Store between -58°F and 5°F (-50°C to -15°C).


**REFRIGERATED PRODUCT**

Store between 36°F and 46°F (2°C to 8°C).

**REPLACEMENT**

If received after the specified date, contact the MERCK Order Management Center immediately for replacement instructions at **1-800-MERCK-RX (1-800-637-2579)**. Requests for replacement must be received by Merck **within 15 days** of the original shipment.

Orders of 40 doses or more will ship in the large 4 day box.



**4 DAY SHIPPING TIME**


Proper temperatures will be maintained 4 days from the shipment date shown on the enclosed packing slip.

**STORE PRODUCT IMMEDIATELY**  
Please store product according to product package.

Product Type	Temperature Range (°F)	Temperature Range (°C)
FROZEN PRODUCT	-58°F and 5°F	-50°C to -15°C
REFRIGERATED PRODUCT	36°F and 46°F	2°C to 8°C

**REPLACEMENT**

If received after the specified date, contact the MERCK Order Management Center immediately for replacement instructions at **1-800-MERCK-RX (1-800-637-2579)**. Requests for replacement must be received by Merck **within 15 days** of the original shipment.

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## Checking Vaccines:

When vaccine arrives:

1. Examine shipping container and its contents for any damage.
2. Review the shipping invoice and verify that:
  - Lot numbers match.
  - Number of doses and vaccine types (brand) match.
  - Check that lyophilized (freeze-dried) vaccines have been shipped with the correct type and quantity of diluents for reconstitution.
  - Expiration dates match, and should be at least 6 months from date of receipt.
  - Presentation of vaccine (vials vs syringe) matches.
  - Package should be without damage, vaccine boxes should not be damaged.
  - Check that vaccines were packed properly. There should be an insulating barrier (such as bubble wrap, Styrofoam pellets, or some other barrier) between the vaccines and the refrigerated or frozen coolant packs.
  - Remove vaccines from the box and Ziploc bags and store according to VFC guidelines.
3. Take your packing slip and check it against the vaccines that were electronically uploaded into your MCIR VIM. If you find any discrepancies on what was shipped to you or what was uploaded into your MCIR inventory, contact your local health department immediately. Discrepancies between what you were shipped and what is on the packing slip are your responsibility if not reported to your LHD within 1 hour of delivery.
4. Store the vaccine at appropriate temperatures.
5. Providers are able to order single doses of pediatric Td and PPSV23 as well as DT (with MDHHS approval) instead of the 10 dose minimum order. These repackaged vaccines are shipped in 6" x 8" Amber UV bags. Since these repackaged vaccines come directly from the distributor, they can be counted as original packaging. These bags offer protection for light-sensitive vaccines and the vaccines should remain in these bags during storage in the

refrigerator until they are ready to be administered.



6. Contact your local health department immediately if there are any errors with your vaccine order. Vaccine shipments must be checked in and the LHD notified of any problems within one hour of the vaccine delivery.