

# Vaccine Management

California COVID-19 Vaccination Program

V. 7/2021

# Welcome

Efforts to quickly vaccinate your patients and community fall short if your inventory is not managed to ensure vaccine potency.

This lesson prepares you to successfully account for and manage vaccines to reduce waste and meet program requirements.

By the end of this lesson, you'll be able to

- list the key steps for receiving vaccines,
- explain what types of shipments incidents must be reported,
- explain the difference between redistribution & transfer, and
- identify the location of key vaccine transport guidance.

**Review Time:** about 15 minutes



# What You'll Learn

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Receiving

2

Manage  
Nonviable  
Doses

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Redistribution  
and  
Transfer

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Transport



# Receiving Vaccine Shipments

Overview

**Never refuse vaccine shipments** to minimize vaccine waste.

To receive vaccine shipments properly:

- **Accept** all shipments.
- **Verify** shipments & contents upon arrival for signs of damage, temperature excursions during transit, and discrepancies between packing slip, order and shipper contents.
- **Store** vaccines properly in their original packaging. Label with beyond use dates per manufacturer. Rotate stock to ensure vaccines soon to expire are used first.
- **Report** shipment incidents in myCAvax immediately.

**Resources:** Staff receiving vaccines must complete [CDC's vaccine lessons](#) for products administered. (See [Required Training](#).) Refer to Receiving & Storing [Pfizer](#) | [Moderna](#) | [Janssen](#) job aids for use on the job.

## Key Concepts

- [Required Training](#)
- [Receiving Job aids: Pfizer | Moderna | Janssen](#)



# Pfizer Thermal Shippers

Receiving

Thermal shippers require significant support to store vaccine at proper temperatures, including well-trained staff, a regular supply of dry ice, and standard operating procedures consistently applied.

*If storing vaccines in thermal shippers:* Dry ice must be replenished within 24 hours of receipt of vaccine and every 5 days thereafter. Initial dry ice recharge provided; source dry ice for additional recharges. **Track the length of time shippers have been used for vaccine storage.**

- Controlant emails the Point of Contact for the vaccine order.
- [Add up to 4 contacts](#) to receive emails/texts on temperature status of the container.
- Review daily emails on status of the container's temperatures.

*If storing vaccines in storage units:* [Deactivate monitoring service and opt out](#) to prevent unnecessary emails and false temperature excursions.

**Resources:** Refer to [Pfizer Delivery Checklist](#) for details.

## Key Concepts

- [Required Training](#)
- Receiving Job aids: [Pfizer](#) | [Moderna](#) | [Janssen](#)
- [Pfizer Delivery Checklist](#)



# Maximizing Pfizer Shelf Life

Receiving

Plan to transfer trays of unpunctured vials to the coldest environment you can support. Then transfer trays progressively to the next temperature range as indicated below. If proper storage and handling protocols are followed, the following vaccine shelf life can be expected. Plan accordingly.

Storage Units	Max Shelf Life
Thermal shipper to freezer to refrigerator	$30 + 14 + 31 = 75$ days
Freezer to refrigerator	$14 + 31 = 45$ days
Standalone freezer only	14 days
Standalone refrigerator only	31 days

**Resources:** Refer to [Receiving & Storing Pfizer Vaccine](#) for details.

## Key Concepts

- [Required Training](#)
- Receiving Job aids: [Pfizer](#) | [Moderna](#) | [Janssen](#)
- [Pfizer Delivery Checklist](#)

# Receiving Ancillary Kits

Receiving

Ancillary kits ship separately from vaccines. Inventory all supplies within the kit upon receipt to ensure quantity received aligns with number of doses of vaccine received. [Report shipment incidents](#) in myCAvax upon discovery.

11111-0008-02

## Adult Ancillary 1170 Master Convenience Kit

ITEM# 1183217

CONTENTS	QTY	CONTENTS	QTY
• 22G - 25G, 1 in Needles.....	1000	• Needle Information Card ....	10
• 22G - 25G, 1.5 in Needles.....	240	• Vaccination Cards.....	1200
• 1mL Syringes .....	1240	• Disposable Face Shields .....	25
• 21G - 25G, 1.5 in Needles.....	205	• Surgical Masks.....	50
• 3mL or 5mL Syringes.....	205	• 2mL Diluent.....	200
• Sterile Alcohol Prep Pads .....	2900		

Kit contents product of China, Singapore, Spain, or USA.

Assembled by  
McKesson Medical-Surgical  
Richmond, VA, USA

LOT XXXXXX  
EXP YYYY-MM-DD

Alcohol Prep Pads NDC# 68599-5804-1  
2mL Diluent NDC# 63323-186-02

(01)10612479259932  
(17)YYMMDD  
(10)123456



## Key Concepts

- [Vaccine Product Information Guide](#)

**Resources:** See CDC's [COVID-19 Vaccine Product Information Guide](#).



# Reporting Shipment Incidents

Receiving

Report shipment incidents for vaccine or kits (damage, temperature excursions in transit, & order discrepancies) in myCAvax—the same day shipment arrived.

**Timing is critical. CPDH coordinates with shipper for replacement using your data. Please make sure data is accurate and complete.**

Login to myCAvax and click *Vaccine Inventory* – **Shipment Incident** to gather the information needed to resolve the incident.

Contact manufacturer or McKesson directly to resolve incidents and report case numbers and resolution in your shipment incident reports.

**Resources:** See [Reporting Shipment Incidents](#) for vendor support numbers.

## Key Concepts

- [Vaccine Product Information Guide](#)
- [Reporting Shipment Incidents](#)





# Returning Shippers

Receiving

Do not return spoiled, expired, or wasted vials to manufacturer or McKesson.

*For Pfizer 1170:* Return thermal shipper and Controlant monitor within 30 days (four days for Pfizer 450) to ensure shippers are reused to minimize waste. See [Receiving & Storing Pfizer Vaccine](#).

*For Moderna:* Return shipper to your UPS delivery person. See [Receiving & Storing Moderna Vaccine](#).

*For Janssen:* Dispose of the cooler and packing materials; there is no return option available for refrigerated shippers. See [Receiving & Storing Janssen Vaccine](#).

## Key Concepts

- [Vaccine Product Information Guide](#)
- [Reporting Shipment Incidents](#)
- [Receiving Pfizer | Moderna | Janssen](#)

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# Managing Nonviable Doses

## Overview

Providers must account for vaccine wastage as part of routine inventory management and report the number of doses that were spoiled, expired, or wasted in myCAvax daily.

**Resources:** Visit the Training tab in myCAvax to access step-by-step job aids and videos.

# Spoiled Vaccines

## Nonviable Doses

Consistent and accurate temperature monitoring and careful storage and handling should minimize spoiled vaccines.

Vaccines still in their original vial or syringe are considered spoiled if manufacturers determine that vaccines exposed to out-of-range temperatures may not be used. Vaccines could spoil as a result of the following conditions:

- natural disaster, power outage, or mechanical failure
- refrigerator or freezer temperatures that are too warm or cold
- failure to store vaccines properly upon receipt
- vaccines spoiled during transport

**Resources:** See [Reporting Doses Spoiled, Expired or Wasted](#).

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)

# Expired Vaccines

## Nonviable Doses

Careful vaccine management helps to minimize expired vaccines. **Tips:**

- Monitor expiration dates weekly; rotate stock to ensure vaccines soon to expire are used first.
- Check your vaccine stock using CDC's [Vaccine Lot Number and Expiration Dates](#); expiration dates may be extended.
- If you will not be able to use vaccine before expiration, report doses to the Vaccine Marketplace well before expiration for redistribution.
- Remove expired vaccine from the storage unit IMMEDIATELY; do not give staff the opportunity to administer expired vaccine.
- Report nonviable vaccine in myCAVax daily.
- Dispose of Pfizer, Moderna, and Janssen vaccines in a pharmaceutical waste container or a comingled pharmaceutical/Sharps waste container.
- Please Do NOT return vaccine in the shippers.

**Resources:** See [Reporting Doses Spoiled, Expired or Wasted](#)

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)

# Wasted Vaccines

## Nonviable Doses

Careful vaccine management and administration should minimize wasted doses.

Vaccines may be designated as wasted as a result of the following conditions:

- vaccines drawn into the syringe but not administered (most common)
- vaccines in open vials but doses not administered (also common)
- damaged vials (e.g., due to a drop causing damage to vial integrity or sterility)
- lost or unaccounted vaccines
- unable to draw a dose in a vial (e.g., can't draw Pfizer 6<sup>th</sup> dose)

**Resources:** See [Reporting Doses Spoiled, Expired or Wasted](#).

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)

# Wasted Vaccines (Cont.)

## Nonviable Doses

**Minimizing waste is important, but don't turn away potential recipients to avoid puncturing a vial at the end of the day.** Please follow this guidance.

- Vaccinate every eligible person who presents at a vaccination site—even if it means puncturing a multidose vial towards the end of the day.
- Consider establishing and promoting standing vaccination days or half-days.
- Vaccinate family members or friends who accompany patients to medical visits, even if they are not established patients at the vaccinating practice.
- Continue outreach to employers or other community partners that have a large membership or network to arrange vaccination events.
- Fill no-show appointments with walk-ins or waitlist of nearby eligible residents; consider overbooking if data is available to support it.

**Resources:** See [Missed Vaccination Opportunities & Wastage](#) and [Guidance for Satellite, Temporary, and Off-Site Clinics](#)

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)
- [Missed Vaccination Opportunities & Wastage](#)
- [Guidance for Satellite, Temporary, and Off-Site Clinics](#)

# Reporting Nonviable Doses



Nonviable Doses

Login to myCAvax and click *Vaccine Inventory - Waste* to report all nonviable doses as spoiled, expired, or wasted. Report daily.

Report doses fewer than the Max Doses Reported as “Wasted” with Waste Reason of “unable to draw a dose in vial.”

	Pfizer	Moderna 80777-0273-99	Moderna 80777-0273-98	Janssen
Max Doses Reported (unpunctured vial)	6	10	14	5

**Waste Details**

Please provide the type and reason for the vaccine waste.

\* Type Of Wastage  
Wasted

\* Waste Reason  
Unable to draw a dose in vial

\* Vaccine Storage  
ULT Freezer

**Resources:** Click the training link in myCAvax to access job aids and videos.

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)
- [Missed Vaccination Opportunities & Wastage](#)
- [Guidance for Satellite, Temporary, and Off-Site Clinics](#)



# Disposal of Nonviable Doses

## Nonviable Doses

Providers are responsible for disposing of nonviable vaccines in accordance with local regulations and practice protocols for disposing of regulated medical waste.

**Pfizer, Moderna, and Janssen:** These COVID vaccines do not contain hazardous components and may be disposed of in a pharmaceutical waste container, or a comingled pharmaceutical/Sharps waste container.

If you are experiencing a shortage of FDA-cleared sharps disposal containers, see [Strategies for Sharps Disposal Container Use During Supply Shortages](#) for guidance.

**Resources:** See [Reporting Doses Spoiled, Expired or Wasted](#).

## Key Concepts

- [Reporting Doses Spoiled, Expired or Wasted](#)
- [Missed Vaccination Opportunities & Wastage](#)
- [Guidance for Satellite, Temporary, and Off-Site Clinics](#)

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# Redistribution & Transfer

## Overview

Vaccine and ancillary supplies ship directly to the administration location to maintain the vaccine cold chain. However, there may be circumstances where vaccines need to be redistributed or transferred to another location.

Do not redistribute or transfer vaccines more than once.

Carefully package and transport vaccines following guidance in CDC's [Vaccine Storage & Handling Toolkit](#), or [Redistributing](#) and [Transferring Vaccines](#) job aids.

## Key Concepts

# Vaccine Redistribution

## Redistribution & Transfer

Redistribution is the routine transport of vaccines to clinic locations responsible for their administration; the receiving location takes ownership of vaccines and must be an approved COVID-19 vaccination provider.

For example, for orders smaller than the minimum order size, or for large organizations whose vaccines are shipped to a central depot and require redistribution to other locations.

In these instances, providers must apply and receive authorization. Applications may be submitted in myCAvax during enrollment.

Upon approval, providers must report redistribution events in myCAvax daily.

**Resources:** See [Redistribution Agreement: Before You Apply](#).

## Key Concepts

- [Redistribution Agreement: Before You Apply](#)

# Vaccine Transfer

## Redistribution & Transfer

Transfer is the transport of vaccines in response to an emergency or other unplanned event; the receiving location takes ownership of vaccines and must be an approved COVID-19 vaccination provider.

For example, due to excess supply or imminent expiration of doses, vaccines may be transferred to your local health department.

No prior authorization is required.

Providers must report transfer events in myCAvax daily.

**Resources:** See [Transferring Vaccines](#) for details including transport checklist.

## Key Concepts

- [Redistribution Agreement: Before You Apply](#)
- [Transferring Vaccines](#)

# Repositioning Vaccine

Redistribution & Transfer

Repositioning is the transport of doses to another setting for administration when unused doses will be returned to the original facility at the end of the day; there is no transfer of ownership.

Satellite, temporary, and off-site clinics are authorized to transport vaccines without prior authorization. However, these situations require additional oversight and enhanced storage and handling practices.

Because ownership is not changing hands, providers do not report events.

**Resources:** See [Repositioning Guidance for Off-Site Clinics](#) for details.

## Key Concepts

- [Redistribution Agreement: Before You Apply](#)
- [Transferring Vaccines](#)
- [Repositioning Guidance for Off-Site Clinics](#)

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# Transport

## Overview

Transporting vaccine requires planning and preparation to ensure the cold chain is maintained. Providers agree to follow CDC's [Vaccine Storage & Handling Toolkit](#) and COVID-19 Addendum. Key points:

- Transport containers must be equipped with data loggers.
- Document all transport events using the [COVID-19 Vaccine Transport Log](#).
- [Report temperature excursions](#) during transport in myCAvax; do not report as Shipment Incidents because vaccines weren't shipped.
- Total transport time for transport alone (or transport plus clinic workday if vaccines are stored in transport containers) should be a maximum of 8 hours; consider using the [Vaccine Transport Time Tracker](#).
- Label vaccines with updated beyond use dates (if applicable).

## Key Concepts

- [Vaccine Storage & Handling Toolkit](#)
- [COVID-19 Vaccine Transport Log](#)
- [Vaccine Transport Time Tracker](#)





# System Recommendations

Transport

Equipment must comply with guidelines in CDC’s [Vaccine Storage & Handling Toolkit](#) and should be documented in your [COVID-19 Vaccine Management Plan](#).

Guidance differs for emergencies and for off-site clinics/relocation of stock.

General Transport System Recommendations	Emergency Transport	Transport for Off-Site Clinic, Satellite Facility, or Relocation of Stock
Portable Vaccine Refrigerator, Freezer, or Ultra-cold Freezer	Yes	Yes
Qualified Container and Packout	Yes	Yes
<a href="#">Conditioned Water Bottle Transport System</a>	Yes	No
Manufacturer’s Original Shipping Container	Yes (last resort only)	No*
Food/Beverage Coolers	No	No

\*The original shipping container for ultra-cold COVID-19 vaccine can be used for transport.

*Note:* A qualified container is specifically built for vaccine transport and tested to maintain consistent, appropriate temperatures for vaccine.

## Key Concepts

- [Vaccine Storage & Handling Toolkit](#)
- [COVID-19 Vaccine Transport Log](#)
- [Vaccine Transport Time Tracker](#)
- [COVID-19 Vaccine Management Plan](#)



# Emergency Transport

Transport

It is critical that providers have plans in place for vaccine-related emergencies:

- Vaccines may remain inside a nonfunctioning unit as long as appropriate temperatures are maintained; monitor your data logger to determine when action should be taken.
- Having an on-site generator(s) prevents the need to transport vaccines to an alternative storage facility during a power outage.
- Emergency situations can arise outside of normal business hours; staff must be trained to implement your emergency operation plans or access your facility if necessary.
- Ensure your facility has the resources on hand and know how to safely pack vaccines for transport during emergencies.
- Styrofoam™ or hard-sided insulated containers are only to be used in an emergency.

**Resources:** Document your routine & emergency protocols in your [COVID-19 Vaccine Management Plan](#).

## Key Concepts

- [Vaccine Storage & Handling Toolkit](#)
- [COVID-19 Vaccine Transport Log](#)
- [Vaccine Transport Time Tracker](#)
- [COVID-19 VMP](#)

# Summary

You have now completed the lesson. You should now be able to perform the following tasks:

- **list the key steps for receiving vaccines**  
**Accept** all shipments; **verify** shipments; **store** vaccines properly; **report** all shipment incidents day of delivery
- **explain what types of shipments incidents must be reported**  
Report shipment for vaccine or kits (product viability, damage or packing slip discrepancies) in myCAVax daily
- **explain the difference between redistribution & transfer**  
Redistribution is routine transport to administration locations, which requires prior authorization; transfers are emergency or unplanned events
- **identify the location of key vaccine transport guidance**  
CDC's [Vaccine Storage & Handling Toolkit](#) and COVID-19 Addendum



# Got Questions?

Go to [eziz.org/covid](https://eziz.org/covid) for program updates, job aids, contact information, and more

Program Updates

Program Enrollment

My Turn Onboarding

Vaccine Management

Vaccine Administration

Reporting Requirements

Archived Communications

Patient Resources

## Provider Support

### COVID Call Center

Email: [For Program Info](#)  
Phone: (833) 502-1245  
Hours: Mon–Fri, 8AM–6PM

### myCAvax Help Desk

Email: [For Technical Support](#)  
Phone: (833) 502-1245,  
option 2

## Program Education and Support:

- [Provider Office Hours and myCAvax Training Sessions](#)
- [COVID Call Center and Vaccine Manufacturers' Contact Info](#)
- [Frequently Asked Questions](#)
- [Guide to Other COVID-19 Vaccine Related Websites](#)

## Other Key Resources:

- [Vaccine Management at a Glance](#)
- [Vaccine Administration at a Glance](#)
- [Reporting at a Glance](#)

# Got Questions?

Log in to myCAvax and click **VIEW ALL TRAINING RESOURCES** (or the **Training** tab at the top) to access system job aids and videos



Home

Training

Organization

Locations

Thank you for joining California's fight against COVID-19

Enroll location



Preparation & Training

Organization

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State Review

The progress bar tracks the overall status of the enrollment. To see the specific status of a location, please refer to the

## Resources and Job Aids

We regularly update our job aids and training materials to keep your team current on the latest processes for the COVID-19. Check back here for the most updated information.

[VIEW ALL TRAINING RESOURCES](#)



# Done!

- You have completed the Vaccine Management lesson.
- Click “EXIT” at the top of page.