

STORAGE AND HANDLING ONLINE TRIAGE SYSTEM (SHOTS)



SHOTS gives California VFC Providers guidance on documenting out of range temperatures (aka temperature excursions) for their vaccine storage unit(s) and determines whether vaccine manufacturers need to be contacted.

Follow the steps on the temperature log if an alarm goes off. Do not use the vaccines until you complete a SHOTS report.

GATHER NECESSARY INFORMATION

- Temperature Logs or Transport Logs AND data logger reports for the reported excursion(s)
- Info about the storage unit(s) used during the reported excursion (if not listed under your account)
- Info for the temperature monitoring device (if not listed under your account)
- Inventory of vaccines in the unit(s) during the excursion

LOG IN TO YOUR MyVFCvaccines ACCOUNT on EZIZ.org

Click the 'Report/View Excursion' button
Then, choose 'Start New Report'

myVFCVACCINES

MAIN PAGE

Test Practice
PIN: 999999

Order confirmation email: test.provider@cdph.ca.gov
Add'l order confirmation email: test.provider@cdph.ca.gov
Phone: (877) 243-8832
Address: 850 Marina Bay Pkwy
Richmond, CA 94804

Provider of Record: Test Provider
Provider of Record email: test.provider@cdph.ca.gov
Vaccine Coordinator: Test Provider
Vaccine Coordinator email: test.provider@cdph.ca.gov
[Key Practice Staff Change Request](#)

Provider Category: Low Volume
Order Frequency: Every 3 months

Current Provider's Information
[Update Practice Information](#)

Date of last order: March 13, 2020
Last order processed on: March 13, 2020
Order should be submitted on or after: Jun 11, 2020

VFC Practice Profile [2019](#) [2018](#) [2017](#) [2016](#)
Flu Progress Report: [October](#) [January](#)

Orders

- [Flu Order](#)
- [Order VFC Vaccine](#)
- [Order 317 Vaccine](#)
- [View Order History](#)

Inventory

- [Enter Returns & Transfers](#)
- [View Returns & Transfers](#)
- [View Shipping History](#)

Recertification

- [View Recertification](#)

SHOTS

All temperature excursions must be reported through SHOTS (Storage and Handling Online Triage System)

[Report/View Excursions](#)

[Log Out](#)

Vaccine Temperature Excursions for PIN 999999, Test Practice

Listed below are the incomplete, re-opened and completed excursion reports.

Before starting a new report review incomplete reports to ensure that excursion has not already been documented.

Incomplete and re-opened reports must be completed prior to submitting a vaccine order. Vaccine orders will not be processed if there is an incomplete or re-opened report.

[View Temperature Excursion History](#)

	Incomplete Reports
Start New Report	
	Re-opened Reports
	Completed Reports

PROVIDE INFORMATION ABOUT THE EXCURSION

Report how and when the excursion was discovered.

Select the affected unit(s). Choose 'Other' if the unit is not listed.

Select the data logger associated with the unit.

Vaccine Storage Excursion Report

1.) Name of person reporting:

2.) How was temperature excursion discovered?

- ☐ Discovered by provider staff (Reporting)
☐ Discovered by the VFC Program (Reporting)

3.) Date and time of discovery:

! The system will display the brand and location/unit ID of the storage units on file for your site. If the unit involved in the excursion is not listed under your account, select 'Other' and enter the information.

If no vaccine storage unit was involved, e.g., vaccine left out at room temperature, temperature excursion during transport, choose 'This is a vaccine handling incident.'

! Hover your mouse over the orange "i" for the definition of a vaccine handling incident.

Enter information about the temperatures, dates, times, and actions taken.

Use your downloaded data logger report for the 'date and time out of range temperature occurred' and 'total time out of range' information.

- Enter the total time out of range as HH:MM (total hours out of range: total minutes out of range). For example, enter "00:15" for 15 minutes, and "21:30" for 21 hours and 30 minutes.
- Enter the exact date and time of the excursion, based on the data logger report.
- If you do not have a data logger report, enter the date and time the out of range temperature was documented on the temperature log.

Complete one line for each excursion, even if your minimum and maximum temperatures are both out of range.

! Verify your info before you click 'Next.' Info entered cannot be changed.

4.) Please confirm the storage unit(s) involved in this excursion:

☒ Refrigerator: Superfridge - Location Back Office (Main)

Thermometer on file associated with the unit above (select other, if listed thermometer is not associated with the unit):

What is the current temperature (right now) of this unit?

Enter temperatures and times.

Include any information for the same units that were not previously reported.

Refrigerator: Superfridge - Location: Back Office (Main)

Instructions: Use this table to document the out-of-range (OOR) temperatures, actions taken, and the total time temperatures went outside of the recommended storage range based on your data logger report. Only enter excursions not previously reported.

☐ ONLY check this box if vaccines were NOT stored in this unit at the time the temperature excursion occurred

Cause of Excursion	Min Temperature	Max Temperature	Temp Scale	Date & Time OOR Temp Occurred	Total Time Out of Range	Describe Corrective Actions Taken
Select cause	<input type="text" value="Temp"/>	<input type="text" value="Temp"/>	<input type="text" value="Temp Scale"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Total Time"/>	
<input type="button" value="Add More"/> <input type="button" value="Remove Row"/>						

Refrigerator: Superfridge - Location: Back Office (Backup)

Instructions: Use this table to document the out-of-range (OOR) temperatures, actions taken, and the total time temperatures went outside of the recommended storage range based on your data logger report. Only enter excursions not previously reported.

☐ ONLY check this box if vaccines were NOT stored in this unit at the time the temperature excursion occurred

Cause of Excursion	Min Temperature	Max Temperature	Temp Scale	Date & Time OOR Temp Occurred	Total Time Out of Range	Describe Corrective Actions Taken
Select cause	<input type="text" value="Temp"/>	<input type="text" value="Temp"/>	<input type="text" value="Temp Scale"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="Total Time"/>	
<input type="button" value="Add More"/> <input type="button" value="Remove Row"/>						

No temperatures to report?

On rare occasions, there may be no temperatures to report, such as when

- Temperatures were not monitored or documented, or
- A sensor error on the temperature monitoring device causes the display to show LL or HH

Select the cause as 'temperatures not recorded' and describe all corrective actions taken. The VFC Program will review the excursion and issue any necessary corrective actions.

RESULTS & INSTRUCTIONS

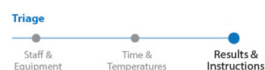
Based on the information you reported, you will be instructed to

- Continue vaccination services. There is no need to contact VFC. No further action is required.

OR

- Proceed with the report AND contact the manufacturer.

Vaccine Storage Excursion Rep



OR

Vaccine Storage Excursion Report



Results

Excursion must be reported to vaccine manufacturers to determine if vaccines can or cannot be used.

VACCINE STORAGE EXCURSION REPORT

If you proceed with the report, you will need to

- Provide more details about the temperature excursion
- Attach temperature logs and data logger reports
- Confirm which vaccine brands were in the unit when the excursion occurred

! The vaccine brands you reported on your last vaccine order will automatically display. Check the boxes for those still in your inventory. Use the 'add more' link to add brands not listed.

Describe excursion and submit temperature logs.

1. Have affected vaccines been given to patients? ☐ Yes ☐ No
2. Add more details about the excursion and what happened:

You have 1000 of 1000 characters remaining.

3. Submit temperature log PDF files for the past 30 days (90 days if incident was discovered by the VFC Program):

Add file: No file selected.

Identify inventory.

Check mark vaccines in current inventory that were affected by excursions. Vaccines listed are from your last order. Add vaccines as needed.

You must select at least one vaccine for each storage unit.

Refrigerated Vaccines:

Vaccine	Manufacturer	Stored in Superfridge Back Office (Main)
<input type="text" value="Vaccine"/>	<input type="text" value="Manufacturer"/>	<input type="checkbox"/>

[Add vaccine](#)

- Print information about the Excursion Report, especially if you need to step away from the computer to contact vaccine manufacturers
- Contact the vaccine manufacturers and document the stability determination they provide: do NOT use vaccines / vaccines are okay to use and the new expiration date provided
- Document the case number provided by the vaccine manufacturers and that person's name

Call vaccine manufacturers & provide the details below.

- Only licensed health care staff should contact vaccine manufacturers.
- Print this page to use as a reference.
- Request a letter containing stability information and enter the results below.
- Your account will be put on hold until this report is completed and reviewed by the VFC Program.

Print

After obtaining stability information, enter required vaccine viability determination, date of call, and case numbers given by the manufacturers (NOTE: Some manufacturers do not provide Case Number. Please obtain Name of Person Contacted).

Superfridge Back Office (Main)

Highest Temperature 68.00 °F (20.00 °C), Total time too warm: 11 hours and 00 minutes

Manufacturer	Vaccine	Result	Date Called	Case # OR Contact Person
Sanofi Pasteur 800-822-2463	Daptacel	<input checked="" type="radio"/> OK to Use <input type="radio"/> Do NOT Use		

! If your temperature logs were not uploaded, fax them to the VFC Program as soon as possible to expedite review of your submitted report and to prevent delaying your vaccine order. Write your PIN and SHOTS report # on the fax.

VIEWING VACCINE STORAGE EXCURSION REPORTS

Vaccine Storage Excursion reports which required follow up with a vaccine manufacturer may be viewed using the **'Report/View Excursions'** button on the MyVFCvaccines homepage.

- Reports are grouped based on status:
- Incomplete: report started, but not finished
- Re-opened: VFC opened a previously-submitted report and requires additional action by the provider
- Completed: report submitted to VFC

Supervisor Review: When the temperature log is complete and the supervisor is ready to review and sign it, a summary of all the documented excursions may be viewed and printed using the **'View Temperature Excursion History'** link.

Vaccine Temperature Excursions for PIN 999999, Test Practice

Listed below are the incomplete, re-opened and completed excursion reports.

Before starting a new report review incomplete reports to ensure that excursion has not already been documented.

Incomplete and re-opened reports must be completed prior to submitting a vaccine order. Vaccine orders will not be processed if there is an incomplete or re-opened report.

[View Temperature Excursion History](#)

Incomplete Reports
Start New Report
Re-opened Reports
Completed Reports

Practice Information

Name: Test Practice
Address: 850 Marina Bay Pkwy, Richmond, CA 94804
Vaccine Coordinator: Test Provider Phone: (877) 243-8832
Vaccine Coordinator E-mail: test.provider@cdph.ca.gov

Choose Date Range: ☐ 1-15 ☐ 16-31 ☐ May ☐ 2020 ☐ ALL
Choose Unit: ☐ ALL

Submit

Excursion Summary Report

Month/Year: 05/2020
Date Range: 1-31
Unit Location/Id: ALL

Print

Number of rows per page:

Troubleshooting tips when you're using the SHOTS system

Staff & Equipment

- A Report ID is created when you move from the 'Staff & Equipment' page to the 'Times & Temperatures' page. Only move forward if you have an excursion to report. Do not "test" the system.
- If more than one vaccine storage unit experienced a temperature excursion, such as during a power outage, select all the units. Do not submit multiple reports.
- If the wrong unit was selected, simply uncheck the box to deselect it.

Times & Temperatures

- If the wrong unit is showing, use the 'Back' button to return to the 'Staff & Equipment' page, and unselect the incorrect unit.
- Do not report in-range temperatures to SHOTS. SHOTS is unable to triage excursions if the out of range temperature that occurred is not reported.
- Check the box above the table to report if there were no vaccines in the storage unit when the excursion occurred.
- Excursion information cannot be changed once you click 'Next' and reach the 'Results & Instructions' page. Make sure your information is accurate before advancing.
- Document every excursion in SHOTS.

Description & Logs

- Submit temperature files for the past 30 days, including the timeframe in which the temperature excursion occurred. Note: If the excursion was discovered by the VFC Program, submit the temperature files for the past 90 days.
- Include handwritten VFC temperature logs and downloaded data logger reports.
- You may attach Excel and PDF files to your report.

Inventory

- Report all the vaccine brands that were exposed to the excursion in SHOTS.
- If you forgot to include a brand, contact VFC Customer Service to reopen the report and to add the additional brand.

Manufacturer Results

- If you are directed to contact vaccine manufacturers, follow their guidance whether vaccines can or cannot be used. If your excursion information was reported accurately, you do not need to wait for additional guidance from the VFC Program.
- Vaccine manufacturers are unable to provide stability information if you do not provide accurate information. Report precise information, including the minimum and maximum temperature the vaccines were exposed to.
- The storage unit's warmest and coldest temperatures since your last processed vaccine order will display. If vaccines in the unit were exposed to previous temperature excursions, report these to the manufacturers as well.

SHOTS System

- As you move through the SHOTS system, your information is saved when you click 'Next.'
- If you are unable to complete the report in one sitting, you may access saved info by choosing the 'Report/View Excursion' button on the homepage, then choosing the incident ID in the incomplete reports section.
- If you are unsure whether an excursion was reported, use the 'View Temperature Excursion History' link in the 'Report/View Excursions' section of MyVFCvaccines.org to view a summary of all submitted excursion reports.
- Report only temperature excursions that affect federally-purchased vaccines. Do not report temperature excursions for units storing only privately-purchased vaccines.