



Continuity of Operations during COVID-19 Pandemic

BACKGROUND

Amidst this difficult situation it is our hope that you are keeping yourself, your families, and your patients safe. Thank you for your dedication and sacrifices being in the front lines keeping our public's health safe. Currently, the California VFC Program is preparing to implement its Continuity of Operation Plan in order to ensure continued access to publicly funded vaccines for all participating providers, and continue to provide Customer Service Support to your practice as you respond to COVID-19 in your community. Please review the following guidance related to key VFC Program operation areas.

AREAS OF CORE PROGRAM PRIORITY

Vaccine Ordering--VFC will continue to receive and process VFC Vaccine requests.

- Submit vaccine requests with enough inventory on hand to allow 3-4 weeks for the review, processing, and delivery of vaccine requests. Please adhere to this in the event of unforeseen delays.
- Vaccine orders cannot be cancelled once approved and processed. If your practice is unable to operate during stated business hours, and has placed an order which is pending approval, immediately notify the VFC Program at VFCfaxes@cdph.ca.gov. In order to protect your vaccine supply,

please make sure your data logger's batteries have been replaced for continued temperature monitoring. If practice closure is expected for several weeks, please make arrangements to transfer vaccines to other providers in your area, following VFC vaccine transport program guidance.

Vaccine Storage and Handling--Proper vaccine storage, handling, and temperature monitoring must be maintained at all times.

- Crosstrain staff in order to continue these tasks in limited staffing situations or if your clinic's vaccine coordinator(s) is diverted to COVID-19 response activities in your practice.
- Monitor, record, and review vaccine temperatures following program requirements. Ensure ALL practice's digital data loggers have a valid and current Certificate of Calibration.
- Continue to respond to and report vaccine storage and handling incidents to the VFC Program's Storage and Handling Online Triage System (SHOTS).

VFC Customer Service—will transition to test operating via telework in order to implement social distancing guidance, reducing the potential transmission risk of COVID-19 in the workplace.

- During this transition, we expect to continue with normal business hours. However, please note that as we test Office-to-Telework transition this week, our Service Center may experience temporary call center interruptions as we troubleshoot our process.
- Inquiries may also be emailed to the VFC Program to: VFCfaxes@cdph.ca.gov. Make sure you provide your PIN, topic for the inquiry, and a short description of the issue.
- VFC Program Field Representatives will also be able to assist your practice with any pending issue, or provide immunization resources as needed.

VFC Program In-Person Visits — ALL in-person site visits will be suspended until further notice in order to minimize the impact to your practice during this difficult time.

- All currently scheduled in-person visits have been postponed. This is also applicable to any new provider enrollment visits. Your VFC Program Field Representative will be following up with practices to request documentation to assure vaccine storage and handling practices.
- IQIP visits and scheduled in-person follow-ups will also be suspended during this period. Follow-ups may be conducted over the phone. If you have any questions related to your clinic's immunization quality improvement in-progress efforts, please send an email to IQIP@cdph.ca.gov.

VFC Operation Communications--We will continue to utilize our website and your key program contacts e-mails to share important information with your practice. The following links provide COVID-19 Information- for you and your staff.

- Centers for Disease Control and Prevention (CDC): [Information for healthcare Professionals](#)
- California Department of Public Health: [COVID-19 Updates](#); [COVID-19 Poster \(English\)](#); [COVID-19 Poster \(Spanish\)](#)

QUESTIONS?

If you have any questions, please call the VFC Customer Service Center at 877-243-8832 (877-2GET-VFC).

Thank you,



California Department of Public Health | Immunization Branch

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