

VFA Ordering and Continuity of Operations during the COVID-19 Pandemic

Please Keep for Future Reference

Dear VFA Provider,

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 VFA Program is preparing to implement its Continuity of Operations 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 VFA Program operation areas.

AREAS OF CORE PROGRAM PRIORITY

Vaccine Ordering POSTPONED

- Due to anticipated changes in ordering and administration of vaccines to California's adults as a result of COVID-19, **the VFA Program will postpone Quarter 2 ordering.** Further updates are forthcoming.



California Department of Public Health | Immunization Branch

[Vaccines for Adults \(VFA\) Program](#)

Phone: 877-243-8832

Fax: 877-329-9832

Email: my317vaccines@cdph.ca.gov

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.
- 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 VFA vaccine transport program guidance.
- Continue to respond to and report vaccine storage and handling incidents to the Storage and Handling Online Triage System (SHOTS).

Customer Service—has transitioned to 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.
- Field Representatives will also be able to assist your practice with any pending issue, or provide immunization resources as needed.

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. Your Field Representative will be following up with practices to



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request documentation to assure vaccine storage and handling practices.

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?

Please email us at my317vaccines@cdph.ca.gov or call the Customer Service Center at 877-243-8832 (877-2GET-VFC).



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