Section 3:
Inventory Management

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Managing Your Inventory

Accurate inventory management means ensuring vaccine is available for patients, preventing vaccine waste, and monitoring inventory in ALERT IIS.

Inventory Management Fundamentals

- Have enough vaccine stock on hand while not overstocking
- Order vaccines based on your clinic's physical inventory and the amount of vaccine you expect to administer before the receipt of your next order
- Store and rotate vaccines according to expiration date. Use vaccines that expire earliest first
- Occasionally, you might have more vaccine on hand than you can use before it will expire. Refer to the **Short-Dated Vaccine section** for steps you can take so vaccine is used before expiration

TIP

ALERT IIS can help.

In ALERT IIS, set automatic notifications that will alert you when you are running low on vaccines, or when vaccines are nearing expiration.

Track Your Inventory in ALERT IIS

Clinics must maintain their inventory in ALERT IIS:

- Entering all vaccine stock into ALERT by accepting vaccine shipments and transfers as well as entering private stock on the add inventory screen
- Report all doses to ALERT IIS with a valid eligibility code within 14 days of administration
- Use the Modify Quantity screen to adjust vaccine inventory when vaccine is wasted or spoiled or is unaccounted for
- Reconcile inventory on a routine basis
- Submit monthly vaccine reports (public clinics only)

Clinics are required to submit an accurate and complete inventory in ALERT IIS within the 14 days prior to ordering. Refer to the **How To: Manage your Inventory in ALERT IIS** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources for instructions on maintaining an accurate inventory and submitting inventory counts prior to ordering.

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Ordering Vaccine

Order vaccines according to your assigned ordering schedule.

My clinic's ordering schedule is:

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(i.e., monthly, quarterly, beginning of month, end of month)

Take an Inventory of your Vaccine Prior to Ordering

To determine the number of vaccines to order, consider:

- The number of each vaccine your clinic currently has on hand, and
- The amount of vaccine you expect to administer before the receipt of your next order

An accurate inventory must be submitted in ALERT IIS within 14 days prior to placing a vaccine order. Refer to the **How To: Manage your Inventory in ALERT IIS** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources for instructions on submitting an inventory count prior to ordering.

TIP

Run a Vaccine Eligibility report in ALERT IIS to understand how many doses of each vaccine your clinic will likely use before your next ordering window.

Orders for state-supplied vaccine are placed in ALERT IIS

1. Click **Manage Orders** under the Inventory section of the menu
2. Click the **Create Order** button
3. At the top of the Create Order screen, **verify that the delivery address and hours are correct**. If they need to be updated, your Super User has access to make changes in the Edit Org section by clicking the manage access/account button at the top of the page
4. Scroll down and enter the number of doses of each vaccine you wish to order in vials and/or pre-filled syringes

TIP

The ALERT IIS vaccine ordering table displays the number of doses given of each vaccine since your last order, and the number of doses on hand. Use this to check that you're ordering a reasonable amount of each vaccine.

5. When you have completed your vaccine order, click the **Submit Order** button at the top of the page
6. The Order Confirmation page will display. From this page, you can **Print Order** and **Modify Order**
7. Click the **Okay** button to return to the Manage Orders page

For additional instructions on ordering vaccines, refer to the **ALERT IIS: How to Order Vaccine** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources.

Vaccines typically arrive 10 to 14 business days after ordering. Shipments are delivered Tuesday through Friday via express carrier from McKesson. Varicella and MMR-V are shipped directly from Merck and can take more than four weeks to arrive. Notify your front office staff when a vaccine shipment is expected.

Receiving Vaccine

Providers must be on site with appropriate staff to receive vaccine at least one day a week other than Monday, and for at least four consecutive hours on that day. Deliveries will only be made during the days and hours you designate in ALERT IIS.

Your clinic may be financially responsible for vaccine if:

- Delivery is attempted during your designated shipping days and hours, but the delivery cannot be completed
- Vaccine is mishandled after the delivery has been accepted

Our clinic delivery days and hours are:

_____

(Days of week, times of day)

Receiving Your Vaccine Shipment

1. Open your vaccine shipment immediately
2. Check the temperature indicators in the shipping container to ensure vaccines remained in the recommended temperature range during shipment. If the temperature indicators show that vaccines may have been exposed to out-of-range temperatures:
   - » For vaccines received from McKesson, call McKesson's Customer Service number immediately at 1-877-822-7746
   - » For vaccines received as a transfer from another clinic or shipped from Oregon Immunization Program, call your Immunization Health Educator immediately at 971-673-0300
   - » For Varicella, MMR-V, or Zoster vaccine call Merck immediately at 1-800-637-2579
3. Check vaccine brands, expiration dates, lot numbers, and quantities to be sure your delivery matches the packing slip. Occasionally, orders are filled in more than one shipment, but each packing slip should accurately reflect what is in each box
4. Remove vaccine from the shipping container and place the vaccine into your refrigerator or freezer. Ensure that vaccines with the shortest expiration dates are placed in a position to be used first

Use this space to write instructions for how vaccines are received at your clinic. Include where deliveries are made, who is responsible for checking in shipments, and any other relevant information.

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Add Doses Received to Your Inventory in ALERT IIS

1. When an order shows a status of "Shipped" in ALERT IIS, and you have received the shipment, go to **manage transfers** in ALERT IIS
2. You will see your order as an Inbound Transfer. Click on the **vaccine order date** hyperlink
3. Click the **Accept Transfer** button to add the entire order to your inventory. Click the **Reject Transfer** button to reject the entire order
   - » Partially Accept allows you to accept part of the shipment, and give reasons for rejecting the rest

For additional instructions on adding vaccine to your inventory in ALERT IIS, refer to the **ALERT IIS: How to Transfer Vaccine** and the **Manually Adding and Adjusting Inventory in ALERT IIS** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources.

Short-Dated Vaccine

When your clinic orders state-supplied vaccine, it is your responsibility to make sure it is used before expiration. Your clinic may be billed for expired vaccine.

If you have more vaccine than you think you can use before it expires, take one or more of the following steps:

- Use data to determine the number of doses you expect to be able to use by the expiration date
- Contact and arrange appointments for patients who are due or past due for the vaccine
- Transfer vaccine to another VFC provider. If that provider is not able to use the vaccine before expiration, your clinic will be charged for the unused doses

TIP

Run a reminder/recall report in ALERT IIS to identify and contact patients who are due or past due for immunizations.

Transferring short-dated vaccine:

- Contact other VFC providers in your area to set up a vaccine transfer
- Once a receiving site has been established, contact your VFC Health Educator and inform them of the vaccine transfer
- Pack vaccine according to the **Vaccine Transport Instructions section**
- Document the transfer in ALERT IIS. Refer to **ALERT IIS: How to Transfer Vaccine** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources

TIP

Resources for locating other VFC providers in your area are available at *http://1.usa.gov/OregonVFCclinics*

Notify your Immunization Health Educator if you have spoiled or expired vaccine. Your Health Educator will arrange to have the doses picked up and returned to McKesson.

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Refrigerated Vaccine Transport Instructions

Instructions are for: DTaP, Hepatitis A, Hepatitis B, HIB, HPV, Influenza, IPV, Meningococcal, MMR, PCV13, PPV23, Rotavirus, Td, Tdap.

The transferring site is responsible for:

- Properly shipping or transporting vaccine and all associated costs
- Vaccines damaged during shipment

Shipping Days

Ship only on Monday, Tuesday, or Wednesday to guarantee delivery that week.

Shipping Options

Express carrier, next day air, or ground delivery are some options. Ground is about as fast as, and more affordable than, other options.

How to pack refrigerated vaccines:

Never use frozen cold packs to ship refrigerated vaccine, instead use cold packs that have been "conditioned". To condition cold packs leave them at room temperature for 1 to 2 hours until the edges have thawed and the packs look like they've been sweating. Frozen cold packs that are not "conditioned" may freeze vaccine.

1. Notify the receiving clinic when you are sending the vaccine and corresponding diluents to ensure they will be prepared to receive the vaccine shipment
2. Use a Styrofoam container at least 2 inches thick designed for transporting vaccines
3. Place a layer of conditioned cold packs in the bottom of the transport container. Do not use frozen cold packs, they may freeze vaccine
4. Cover cold pack with 1-2 inches of filler material (e.g., bubble wrap or crumpled paper) to ensure that vaccines do not touch cold packs, and do not shift during transport
5. Cover the filler material with a layer of cardboard
6. Place the vaccine in a plastic bag with a calibrated continuous tracking thermometer, and place the bag on top of the cardboard
7. Place a layer of cardboard on top of vaccines and another layer, 1-2 inches, of filler material

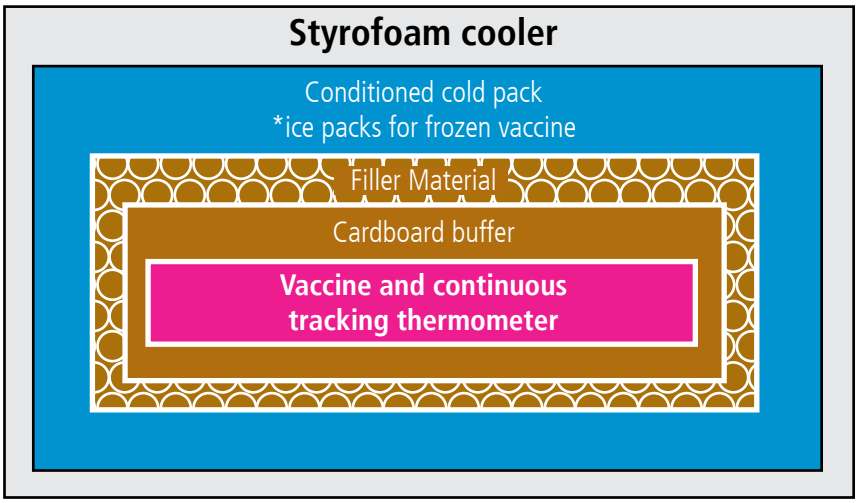
8. Place another layer of conditioned cold packs on top of filler layer and add another filler layer on top of the cold packs
9. Add a packing slip listing vaccines included in the shipment. Also, note your name, your clinic's name, address, and phone number. One option is to print the packing slip from the ALERT IIS
10. Secure any gaps in the container with filler material and seal with packing tape
11. Be sure the shipping instructions include the days and times the clinic is open to receive their vaccine shipment
12. Affix "Rush!! Vaccine Perishable" and "Do Not Freeze" stickers to the shipping container.

When external temperatures are below 20°F or above 85°F, only ship if absolutely necessary. Before doing so, contact your Health Educator.

When personally transporting vaccine:

- Keep the insulated container in appropriate temperature conditions
- Do NOT transport or store vaccine in the trunk of a vehicle
- Do NOT leave insulated container in an unheated or overly heated location
- Drive directly to the receiving site to minimize transport time
- When possible, place a continuous tracking thermometer in the cooler so temperatures can be monitored during transport

The vaccine transport sandwich



Frozen Vaccine Transport Instructions

Instructions are for: MMR, MMR-V, Varicella, Zoster.

How to pack frozen vaccines:

Never use dry ice to transport frozen vaccines. It is important to ship frozen vaccine in the coldest conditions possible using gel freezer packs. Document the vaccine transit time on an excursion tracking sticker or equivalent. Your Health Educator can provide excursion tracking stickers.

Instructions for packing frozen vaccine are the same as for refrigerated vaccine, except cold packs should be frozen rather than conditioned. Pack with a heat indicator or continuous tracking thermometer.

When external temperatures are above 85°F, only ship if absolutely necessary. Before doing so, contact your Health Educator.

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Returning Spoiled and Expired Vaccine

The Oregon Immunization Program requires providers to be good stewards of state-supplied vaccines. Providers may be billed for spoiled or expired vaccines.

State-supplied spoiled and expired vaccine must be returned to McKesson Distributors within six months of spoilage or expiration.

If you have spoiled or expired state-supplied vaccine, do not throw it away. Remove spoiled or expired vaccine from your storage units so it is not administered.

To return state-supplied vaccine:

1. Fax or email a completed **Nonviable Vaccine Return Form** (available at http://1.usa.gov/ImmunizationProviderResources) to your Immunization Health Educator. Public clinics report all wasted, spoiled and expired vaccine on their Monthly Vaccine Report (MVR).
2. The Oregon Immunization Program will request a call tag from an express carrier, which will arrive via U.S. mail. Instruct your front desk staff to watch for this envelope to arrive in the mail
3. Nonviable vaccine does not need to be packed in coolers or refrigerated. However, vials must be packed to protect from breakage
4. Include a copy of the Nonviable Vaccine Return Form with the vaccine
5. When the call tag arrives, contact the carrier for pick-up

To return privately purchased vaccine:

Contact your private vaccine supplier for guidance on return or disposal of spoiled or expired private vaccine.

To correct your inventory in ALERT IIS:

On the Show Inventory screen, use Modify Quantity to adjust your inventory. Refer to the **ALERT IIS: How to Manually Add and Adjust Inventory** and **Interpreting the Options: ALERT IIS Modify Quantity Screen** on the Oregon Immunization Program's website at http://1.usa.gov/ImmunizationProviderResources for instructions on adjusting your inventory in ALERT IIS.

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Borrowing Vaccine Between VFC and Private Stock

In rare circumstances, VFC providers are permitted to borrow between their state-supplied and private stock of vaccines. Borrowing should occur only when extenuating circumstances arise.

Extenuating circumstances may include:

- Vaccine delivery delays
- Vaccine delivery wasted in transit
- A national vaccine shortage
- New staff responsible for vaccine orders
- Unanticipated increase in demand

Routine borrowing due to improper inventory management is not permitted.

Seasonal Influenza

Providers may use private stock seasonal influenza vaccine to vaccinate VFC eligible children if VFC seasonal influenza stock is not yet available. Those private stock doses used on VFC eligible children can later be replaced when VFC stock becomes available. State supplied influenza vaccine may not be used for privately insured patients. This one directional borrowing exception is unique to seasonal influenza vaccine.

Important borrowing requirements:

- Do not borrow vaccine from VFC stock to give to a non-VFC patient if this will result in vaccine not being available for VFC patients
- Document every instance of borrowing on the **Oregon Vaccines for Children Borrowing Report**, available at http://1.usa.gov/ImmunizationProviderResources
- Replace all doses within 90 days
- Keep borrowing reports for at least three years, and make reports available for review at VFC site visits or upon request
- Submit completed borrowing reports to your health educator

TIP

If borrowing is an ongoing issue at your clinic, your Health Educator can help you identify inventory management issues and a long-term solution.

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