

*All VFC vaccines must be used only in accordance with VFC protocols and cannot be used for anyone over 18 years of age.*

- **Will our practice be on a vaccine ordering schedule?**

Yes, VFC Providers submit *one order per month*, and should order only enough vaccine for a six-week period, including their inventory on hand. Please contact VFC if you have an emergency or a special need.

- **How long does it take for a vaccine order to arrive from McKesson?**

From the time your order is approved, allow three weeks for your vaccine to arrive. It may arrive sooner, but please plan your order according to this timeframe to ensure an adequate vaccine supply.

- **What should we do if our office will be closed when a delivery from McKesson or Merck may arrive?**

Please notify the VFC program immediately if your office will be closed when a delivery from McKesson or Merck may arrive. The vaccine vendors coordinate their deliveries based on the regular office hours you have provided, and they **do not** call prior to shipping to make sure someone will be available to receive the vaccine.

Always plan to have someone available to receive **and** properly store vaccines; if you realize your office will be closed when a delivery may arrive, **it is your responsibility** to make arrangements for someone to receive and properly store vaccines in your absence.

In an emergency, contact the VFC Program and we will try to stop the shipment.

***Please inform NM VFC immediately if the days/hours your office is routinely open have changed.***

- **What should I do if I have excess vaccines?**

If you don't believe you will be able to use vaccines before their expiration date, please transfer them to another New Mexico VFC provider:

- Each month you should print a report of inventory "expiring soon" from NMSIIS to help you evaluate your inventory and identify vaccines that are unlikely to be used at least *three months* before they expire.
- Contact your Regional Immunization coordinator (name and phone number are at the bottom of your Temperature Log) for assistance in transferring excess vaccines to another NM VFC provider.
- When a VFC provider is identified to receive the vaccines and the transfer has been approved by your Regional Coordinator, and enter the transfer in NMSIIS, then you will transport the vaccines following proper cold chain procedures.

- **What should I do if I have expired vaccines?**

Please do not allow vaccines to expire in your inventory. If some do expire, they must be returned in NMSIIS. Complete the Vaccine Return in NMSIIS and wait for approval. A shipping label will be sent to you via the method you select (email, mail, etc.). Upon receipt of the return shipping label, print two copies of the Return Detail – one to include this in the package with the vaccines being sent to McKesson, and one copy for your records.

- **How do I return compromised vaccines?**

Please complete a VFC Troubleshooting Record (TSR) and FAX it to your Regional Immunization Coordinator **and** to the VFC Program at 505-827-1064. After review of the TSR, you will be given instructions from the regional coordinator. If the vaccine is determined to be non-viable, you will be required to complete a Return in NMSIIS, with the appropriate return reason (*Spoiled, Refrigerator too cold; do not use Expired Vaccine*) and Clinic Comments explaining the date your TSR was submitted, etc. The VFC Program must have your completed TSR to approve your return. Upon receipt of the return shipping label, send the *Return Detail* with the vaccines to McKesson.

- No ice packs are needed
- Enclose the original copy of the *Vaccine Return Form*
- Seal the box with packing tape and affix the special UPS return label requested via the NM VFC Program.
- Ask the UPS driver to take the box when he/she comes by for your next routine delivery
- Do not request a special pick up as you may be charged.

Be sure to keep a copy of both forms for your records. Do not return **viable** vaccines to McKesson.

- **Why did I receive a different quantity of vaccine than I ordered?**

McKesson ships vaccines according to standard packaging as provided by vaccine manufacturers. In NMSIIS, place your vaccine order according to the **number of boxes** you need (**not** the number of doses, vials, etc.).

If you place an order for fewer doses than are included in the standard package, you will still receive the amount in the standard package. For example, if you order 1 box of vaccine and the standard package includes 10 doses, you will receive the standard package of 10.

Your vaccine order may be adjusted according to national vaccine supply or if your order plus the inventory you have on hand reflects a greater than six-week need.

- **Who do I contact if I have a question about my vaccine order?**

Please contact the Help Desk at **1-833-882-6454**