

## Instructions and Guidelines for completing the Vaccine Incident Report and Return Form

### Reporting Instructions:

- Providers must report all instances of expired, spoiled, wasted or transferred vaccines to their LHJs.
- Providers must notify their LHJ immediately if the unusable vaccine is the result of a storage and handling incident.
- Providers need to complete the form for all returns and incidents as instructed by their LHJ.
- Provider should contact the appropriate vaccine manufacturer for guidance on determining if vaccine is spoiled based on the parameters of the incident.
- Send completed form to your Local Health Jurisdiction using the same contact/fax number as is used for vaccine orders.

### Vaccine Incident Reason Codes and Definitions

1. Expired: Any vaccine with an expiration date that has passed. See vaccine returns below.
2. Spoiled: Any vaccine exposed to temperatures that exceed the limits of approved cold chain procedures and is deemed non-viable or spoiled due to the temperature excursion. Provider should contact vaccine manufacturer for guidance on determining if vaccine is spoiled based on the parameters of the incident. See vaccine returns below.
  - 2a. Spoiled – Too warm refrigerator storage. Refrigerator stored vaccine exposed to temperatures above 8°C/46°F.
  - 2b. Spoiled – Too cold refrigerator storage. Refrigerator stored vaccine exposed to temperatures below 2°C/35°F
  - 2c. Spoiled – Too warm freezer storage. Freezer stored vaccine exposed to temperatures above -15°C/+5°F?
3. Wasted: Any vaccine that cannot be used due to spillage, vial breakage, etc. LHJ will determine if the wasted vaccine incident warrants completing a Vaccine Incident Report.
4. Lost or missing: Any vaccine that can not be accounted for, located or is missing.
5. Transferred: Any vaccine that has been transferred from state supplied inventory to private inventory is considered an incident. Transfer is only allowed when there is lack of private-stock vaccine due to unexpected circumstances such as a delayed vaccine shipment, vaccine spoiled in-transit to provider, or new staff that calculated ordering time incorrectly. LHJ authorization is required before a transferred is made.
  - 5a. Transfer from state to private due to private order delay: When a private purchase order has been delayed to circumstances beyond the control of the provider.
  - 5b. Transfer from state to private due to non-viable delivery: When a private purchase order arrives and the vaccine is not viable due to temperature monitors show out-of-range temperature.
  - 5c. Transfer from state to private due to other (specify): Specify reason if other than 5a or 5b.

TRANSFER NOTE: VFC vaccine cannot be used as a replacement system for a provider's privately purchased vaccine inventory. The provider must assure that VFC vaccine supply is adequate to meet the needs of the provider's VFC-eligible patients and that transferring VFC vaccine will not prevent a VFC-eligible child from receiving a needed vaccination because VFC vaccine was administered to a non-VFC eligible child. Transfers cannot be provider planned transferred from VFC stock as routine practice. Transfers require prior authorization from the provider's LHJ or the state Department of Health.

## Instructions and Guidelines for completing the Vaccine Incident Report and Return Form

**Return Instructions:**

All expired or spoiled vaccines are to be returned to either your LHJ or directly to the distributor. Follow the instructions of your LHJ for instructions on returning vaccine to the LHJ or directly to McKesson.

**If your LHJ wants you to return the vaccine to the LHJ:**

1. To cause the least interference with vaccine order processing, please fax this form to your LHJ and return the vaccine after the 15<sup>th</sup> of the month.
2. This form must be completed for each provider returning expired vaccine(s), and the PIN number must be included.
3. Include a copy of this form with returned shipment.
4. Contact your LHJ for specific return instructions.

**If your LHJ wants you to return the vaccine directly to McKesson:**

1. To cause the least interference with vaccine order processing, please fax this form and return the vaccine after the 15<sup>th</sup> of the month.
2. This form must be completed for each provider returning expired vaccine(s), and the PIN number must be included.
3. Fax a copy of this form to the Washington State Department of Health, DO NOT SEND VACCINES AT THIS TIME.

**Washington State Department of Health Fax # (360) 236-3597**

4. McKesson will mail a UPS return label for the vaccine return request after received by Washington State Department of Health.
5. Use a shipping carton received from McKesson or another sturdy carton or box. Give returns to the UPS delivery person at the next UPS pick-up or drop off to avoid pick-up charges.
6. Include a copy of the form with returned shipment.
7. Address for vaccine returns sent directly to McKesson Specialty (Please follow LHJ instructions for specific returning vaccines)

McKesson Specialty  
4100 Quest Way, Room 114  
Memphis, TN 38115  
Attn: Vaccine Returns