

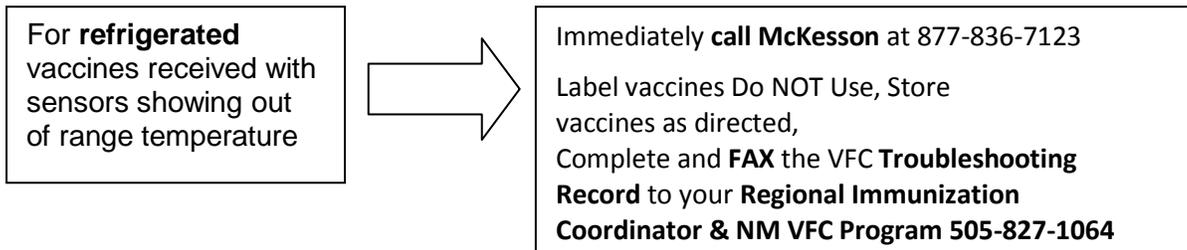
VFC McKesson and Merck Shipments: Procedures to Follow

- Providers should never refuse vaccine shipments due to damage to the exterior package or delayed delivery.

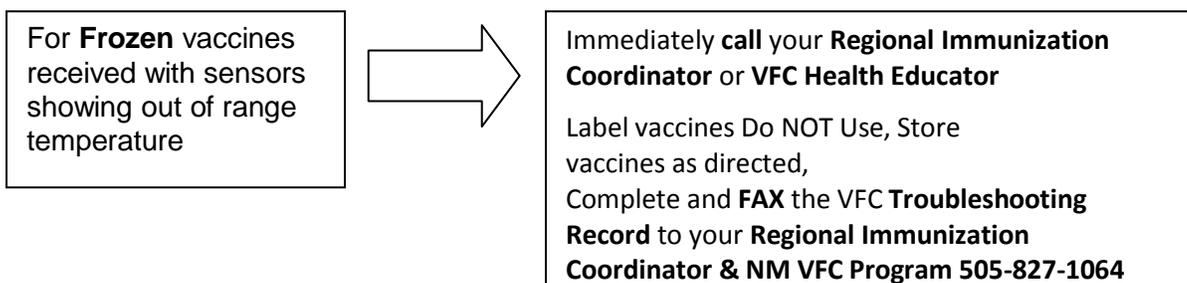
NOTE: If a delivery is refused, VFC may never receive notification that vaccines were returned and not replaced. So, providers should accept **all** shipments, then, inform VFC if there is a problem.

- Procedures:
 - ✓ Open vaccine shipments immediately;
 - ✓ Check temperature sensors;
 - ✓ Inspect vaccines and compare to the packing list. Providers should count the number of diluent doses to be sure there is a correct match of vaccine doses to diluent doses.
 - ✓ Store vaccines at appropriate temperatures.
- Report the following:

- Out of range temperature monitors inside the vaccine shipment:



- NM VFC encourages calls to McKesson if there are temperature issues since it is critical that calls about vaccine viability reach McKesson within two hours of the time the vaccines arrive (as documented by the carrier).
- Any calls received by McKesson beyond this two hour window results in CDC liability for vaccine replacement, regardless of the cause.
- Avoid using the refrigerated vaccines until resolution is reached.

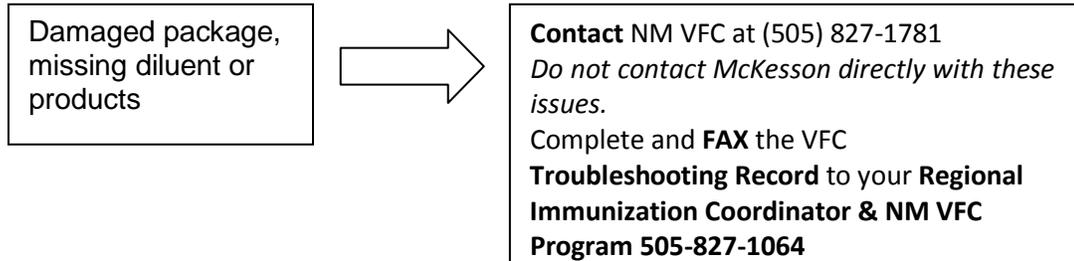


- Avoid using the frozen vaccines until resolution is reached.

VFC McKesson and Merck Shipments: Procedures to Follow (cont.)

Report:

- Damaged package and missing diluent or products:



- Call the NM VFC Program immediately. This will allow VFC to contact McKesson or Merck within the narrow time frame they permit in order to get replacement vaccine at no charge to NM VFC.
- When providers have FedEx or UPS signature releases on file, it allows the carrier to drop off any package without a signature. VFC strongly urges providers to cancel their signature releases. This will prevent costly vaccines from being left on the doorstep since the releases on file at Fed Ex or UPS cannot be overridden by CDC or McKesson.

For assistance, contact:

McKesson 877-836-7123
 877-822-7746 cdccustomerservice@mckesson.com

NM VFC Program

Health Educator 505-827-1781
Clerk 505-827-2147