San Francisco Department of Public Health

Vaccine Management Resource Guide

Communicable Disease Prevention Unit
Immunization Program
(415) 554-2955

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San Francisco Department of Public Health

SFDPH Immunization Program Introduction

Thank you for partnering with the SFDPH Communicable Disease Prevention Unit (CDPU) Immunization Program! We are delighted to partner with you to improve the health of San Francisco residents. This Vaccine Management Resource Guide provides guidelines for the protection and maintenance of your clinic's vaccine supply. The responsibilities listed in this guide those of the Primary Vaccine Coordinator and Backup Coordinator.

All office staff that handle or administer vaccine should be familiar with the Immunization Program Vaccine Management Resource Guide and the importance of ensuring that vaccines are maintained within the recommended temperature range.

Required Documents and Trainings

Vaccine Coordinators and Back-up Coordinators are required to read the Vaccine Management Resource Guide in its entirety, and must complete and send certificates of completion for two online trainings annually, available at http://eziz.org/eziz-training//:

- ✓ Storing Vaccines
- ✓ Monitoring Storage Unit Temperatures

We request that ALL staff involved in the storage and handling of your site's vaccines complete these online trainings as well.

Partners receiving vaccine from the Immunization Program are also required to complete two documents that should be updated annually or following any staffing change. Both documents should be posted on or near your vaccine storage unit:

- ✓ Key Contacts Form
- ✓ SFDPH Emergency Vaccine Management Plan (Please note: VFC Providers can use their current VFC Plan)

Vaccines for Children (VFC) Providers

The SFDPH Immunization Program follows essentially the same vaccine management standards as outlined by California's VFC Program. If you currently use VFC's Emergency Management Plan and Temperature Logs, you do not need to use separate SFDPH versions to manage SFDPH-supplied vaccine. **However, in the event of a temperature excursion please remember that excursions affecting SFDPH-supplied vaccines should not be reported to the VFC SHOTS website - contact CDPU at (415) 554-2955 and complete the SFDPH Storage and Handling Incident Summary Form.**

SFDPH Immunization Program Contact Information

Mailing Address: 101 Grove Street, Suite 204, San Francisco, CA 94102

Main Line: (415) 554-2955

Fax: (415) 554-2579

Email: immunization@sfdph.org

Website: https://www.sfcdcp.org/

SFDPH Vaccine Distribution Program Key Staff

David Stier, MD, Medical Director…………… (415) 554-2648 / david.stier@sfdph.org

Hallie Randel-Schreiber, Program Manager… (415) 554-2669 hallie.randel-schrei@sfdph.org

Kacy Diouf, Program Coordinator……………… (415) 554-2824 / kacy.diouf@sfdph.org

Tina Milton, Inventory Manager……………….. (415) 554-2724 / tina.milton@sfdph.org

Immunization Materials Ordering

FREE immunization materials are available for order from our website! www.sfcdcp.org/materials

Vaccine Pickup and Return Location

101 Grove, Room 406 (4th Floor), San Francisco CA, 94102

Please schedule pickups and returns by emailing immunization@sfdph.org. If no one available at room 406 when you arrive, go to room 102 on the 1st floor (AITC).

Vaccine Management

Vaccine inventory management is an essential practice that can prevent inadvertent vaccine loss due to temperature excursions. Success is dependent on five key factors:

- ✓ A complete and up to date [Emergency Vaccine Management Plan](#)

- ✓ Properly trained key practice staff

- ✓ Reliable vaccine storage units with sufficient capacity

- ✓ VFC-compliant data loggers that are properly calibrated

- ✓ Careful adherence to routine tasks that protect vaccine viability

This guide outlines the key information for your Vaccine Coordinator and Backup Coordinator to know about vaccine management, and key reference materials to help your clinic implement and meet the requirements.

Vaccine Storage Unit Setup and Maintenance

SFDPH Immunization Program partners agree to store all SFDPH-supplied vaccines in vaccine refrigerators and freezers that meet California VFC Program requirements. Make sure your storage unit is prepared, set up, and maintained in accordance with the VFC standards.

Reference Materials:

- ✓ [VFC-Compliant Vaccine Storage Units](#)

- ✓ EZIZ storage and handling job aides "Refrigerator and Freezer Setup" section: https://eziz.org/resources/storage-handling-job-aids/

- ✓ Need "Do Not Unplug" signs? Order them free of cost at www.sfcdcp.org/materials

Temperature Monitoring

Cold temperatures can damage vaccines immediately. Warm temperatures can damage vaccines cumulatively over time. Both can impact vaccine viability. Monitoring storage unit temperatures consistently and accurately plays an important role in protecting the vaccines that protect your patients.

Four Factors for Success

SFDPH Immunization Program partners agree to twice daily monitoring of vaccine storage unit temperatures. Prevention of temperature excursions is dependent on four factors:

1. **Well-trained staff**.
   All key practice staff who monitor temperatures must be properly trained on data logger set up and use. Staff must know how to record storage unit temperatures and respond to temperature excursions.

2. **Reliable equipment.**
   Routine maintenance of VFC-compliant vaccine storage units and digital data loggers helps ensure that temperatures remain within ranges that protect vaccine viability.

3. **Accurate and complete documentation.**
   In the event of temperature excursions, vaccine manufacturers decide whether vaccines are viable using the practice's temperature logs. If temperatures have not been accurately recorded twice daily, the documentation may be insufficient for manufacturers to determine vaccine viability.

4. **Appropriate action for out-of-range temperatures.**
   Vaccine Coordinators must ensure that appropriate action has been taken for all out-of-range temperatures. Report all temperature excursions using the SFDPH Storage and Handling Incident Summary Form.

Tip: Keep the probe of your backup data logger in your vaccine storage unit! If you need it for transport it will already be adjusted to refrigerated temperatures.

Reference Materials:

✓ VFC-Compliant Data Loggers

✓ EZIZ storage and handling job aides "Monitoring Temperatures" section:
https://eziz.org/resources/storage-handling-job-aids/ (** note: SFDPH-supplied vaccine should not be reported to SHOTS in the event of a temperature excursion – please contact our program directly)

✓ Need temperature logs? Order them free of cost at www.sfcdcp.org/materials

Ordering and Returning Vaccine

SFDPH Immunization Program partners are expected to monitor vaccine inventory and order vaccine as needed. Notify our program about any vaccines that will expire within three months that you will not be able to use. We may be able to transfer them to other providers.

Use the appropriate forms to request or return vaccine:

- [SFDPH Vaccine Request Form](#)

- [SFDPH Vaccine Return Form](#)

Arrange for vaccine pickup and drop-off with the SFDPH Immunization Program prior to transporting vaccine (email immunization@sfdph.org).

Vaccine pickup and return location: 101 Grove, Room 406 (4th Floor), San Francisco CA, 94102. If no one available at room 406, go to room 102 on the 1st floor (AITC).

Transporting Vaccines

Vaccines need to be maintained within the recommended temperature range during transport. Use a hard sided cooler or qualified vaccine transport container, ice packs, bubble wrap, and use your backup digital data logger to monitor temperatures while transporting vaccine. Follow the protocols outlined in "[Transporting Refrigerated Vaccines](#)" to safely transport vaccine for pickups and drop-offs at SFDPH or backup vaccine locations. Never put refrigerated vaccine directly on ice!

Tip: Keep the probe of your backup data logger in your vaccine storage unit! If you need it for transport it will already be adjusted to refrigerated temperatures.

*For expired (non-viable) vaccine returns, cooler transport is not required.

Do you need vaccine transport supplies? Contact our program at immunization@sfdph.org or 415-554-2955.

Conducting a Monthly Physical Vaccine Inventory

We recommend that SFDPH Immunization Program partners perform a monthly vaccine inventory. Regular inventory checks help to minimize vaccine waste and keep your practice familiar with the vaccine you have on hand. The basic steps of a monthly inventory are simple:

✓ Monthly, conduct a careful and accurate physical vaccine inventory for SFDPH-supplied vaccine and complete a vaccine physical inventory form or electronic equivalent.

✓ Check vaccine expiration dates and rotate stock to place vaccines that will expire soonest in front of those with later expiration dates.

Reference Materials:

✓ EZIZ storage and handling job aide "How to do a Physical Inventory"

✓ Sample inventory form for adult vaccine: https://eziz.org/assets/docs/IMM-1227.pdf

Vaccine Usage Reporting

Vaccine usage reports help our program anticipate the need for future vaccine requests and help us ensure that vaccines are going to priority populations. Annual or bi-annual usage reports are required for all vaccines distributed by the SFDPH Immunization Program. Typically, the reports ask for an accounting of doses received during the specified reporting period, a breakdown of doses administered by age group, and a summary of doses that were wasted, unaccounted for, and returned.

Careful documentation, record keeping, and inventory management are important to ensure an accurate accounting of vaccine usage and will save you time when completing the reports. Please review your SFDPH vaccine usage agreements for guidance on when usage reports are due and what data to collect at the time of vaccine administration. Make sure your clinic workflow allows you to capture the necessary information.

Vaccine Storage and Handling Check-Ins

SFDPH Immunization Program staff perform in-person and/or virtual Storage and Handling Check-Ins with a sample of our program partners each year. These check-ins are a way for our program to maintain a good relationship with your vaccine management staff, to ensure that you have the resources and training needed to meet vaccine storage and handling requirements, answer questions you have about our programs, and address any questions or concerns you may have related to vaccine management.

We are also available to train new or existing staff or new program partners as needed. Please reach out to us at immunization@sfdph.org if you would like to schedule a vaccine storage and handling training.

California Immunization Registry (CAIR)

The California Immunization Registry (CAIR2) is a secure, confidential, statewide computerized immunization information system for California residents. CAIR is a useful tool for patients and providers – providers can look up a patient's immunization history in the system, and patients can access their immunization record even if they have changed providers.

SFDPH Immunization Program Partners are required to establish a CAIR account and enter SFDPH-supplied vaccine doses into CAIR, either via manual data entry or data exchange by EMR. In some special circumstances, this CAIR requirement can be waived.

Per California Immunization Registry law (Health and Safety Code, Section 120440), all patients/parents must receive proper disclosure before patient information can be entered into and shared through CAIR. Patient/parents also have the right to decline to have their information in CAIR shared with other participating Organizations. Find the disclosure forms and learn more about the policy here: https://cairweb.org/cair-disclosure-policy/

If you do not have a CAIR account, please visit https://cairweb.org/enroll-now/ or contact the CAIR helpdesk at (1-800-578-7889 or CAIRHelpdesk@cdph.ca.gov). You may also reach out to the SFDPH Immunization Program directly if you have questions or need assistance with meeting the CAIR requirement.

Vaccine Programs and Sources

SFDPH Vaccine Distribution Programs

The SFDPH Immunization Program offers several different vaccine programs for our eligible partners.

Seasonal Flu Vaccine Distribution Program

The SFDPH Immunization Program distributes State-funded influenza vaccine to local public health centers, nonprofit organizations, and community organizations who serve clients who are low-income, under-insured or uninsured. We also partner with programs for mobile flu efforts and one-day events. Program partners must apply every year, and the applications are typically available in early August.

Program Website: https://www.sfcdcp.org/immunizations/immunization-programs/flu-vaccine-programs/

Hepatitis Vaccine Distribution Program

The SFDPH Immunization Program purchases and distributes hepatitis A and B vaccines to local organizations at no charge. Eligible organizations include local public health centers, nonprofit organizations, and community organizations who serve clients who are low-income, under-insured or uninsured. Programs must apply every year, and the applications are typically available in January.

Program Website: https://www.sfcdcp.org/immunizations/immunization-programs/hepatitis-programs/hepatitis-vaccine-distribution-program/

COVID-19 Vaccine Program
All California vaccinators are eligible to receive and offer COVID-19 vaccine. As of the publication of this document, providers must be approved in myCAvax, the state's COVID-19 vaccine enrollment and reporting program. Please note that vaccine cannot be requested through the VFC ordering process. Any San Francisco providers who have questions about myCAvax or the vaccine distribution process are encouraged to email ccc-distribution@sfdph.org.

myCAvax website: https://mycavax.cdph.ca.gov/s/

Other CDPU-purchased vaccines

Our program offers other "safety net" vaccines to our partners depending on need as our budget allows (for example, Tdap). Please reach out to us if your patients are having difficulty accessing needed immunizations. We may be able to provide additional doses for your program or provide other options for your patients to access free or low-cost vaccine.

Other Programs for San Francisco Immunization Providers

California's Vaccines for Children Program
The Vaccines for Children (VFC) Program helps families by providing vaccines at no cost to providers who serve eligible children from birth through 18 years of age. Enrolled providers order federally funded vaccines through their state VFC Program and receive routine vaccines (including influenza) at no cost.

The VFC Program is administered at the national level by the Centers for Disease Control and Prevention (CDC) and the National Center for Immunization and Respiratory Diseases. The California VFC Program is administered by the California Department of Public Health (CDPH) Immunization Branch and has enrolled more than 4,000 public and private provider sites since its inception in 1995.

Program Website: https://eziz.org/vfc/

California's Vaccines for Adults Program (317-funded VFA vaccines)

The California Vaccines for Adults (VFA) program was created by the California Department of Public Health (CDPH) to increase adult vaccination rates and decrease disparities in immunization coverage by:

- Providing no-cost vaccine for uninsured or underinsured adults 19 years of age and older to eligible* California health centers
  - o Federally Qualified Health Centers (FQHCs)
  - o FQHC Look-Alikes
  - o Rural Health Centers (RHCs)
  - o Tribal Health Centers
  - o Indian Health Services (IHS) Centers
  - o Community Health Centers (CHCs)
- Assisting centers participating in the program in integrating the standards for adult immunization practice (ARAD – Assess, Recommend, Administer, Document) into routine clinical care.

VFA program vaccines are purchased with limited federal funds called Section 317 funds and are referred to as 317-funded VFA vaccines. Most vaccines routinely recommended for adults by the federal Advisory Committee on Immunization Practices (ACIP) are available through the program.

Program Website: https://eziz.org/vfa-317/

Merck Vaccine Patient Assistance Program

This private and confidential program provides vaccines free of charge to eligible adults, mainly for the uninsured who could not afford certain needed Merck adult vaccines. Participants will complete an application form to declare their US residency, income eligibility, then the providers will submit the application form and should receive a quick response from Merck. If Merck approves the application, the vaccine may be administered during the visit. The provider will be reimbursed for the vaccine later. Providers may charge patients an administration fee (not the vaccine fee). A new application is required for each visit.

Vaccines available for this program include Gardasil 9, MMR, Pneumovax 23, Recombivax HB, Vaqta, and Varivax. (Check the website for current info).

Program Website: https://www.merckhelps.com/Programs.aspx

Direct Relief

Direct Relief's program supports safety net providers by delivering no-cost pharmaceuticals and medical supplies on an ongoing basis (including vaccines). The Safety Net Support program leverages Direct

Relief's partnerships with companies that donate medicine and medical products to assist safety net providers care for their low-income patients who do not have health insurance.

Program Website: https://www.directrelief.org/apply/

Web Resources for Immunization Info

Local

SFDPH Disease Prevention and Control Website: https://www.sfcdcp.org/

San Francisco Immunization Coalition: https://www.sfimmunizationcoalition.org/

State

California's VFC Program: http://eziz.org/

CA Department of Public Health Immunization Branch: https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/immunize.aspx

California Immunization Registry: http://cairweb.org/

Shots for School: http://www.shotsforschool.org/

California Immunization Coalition: http://www.immunizeca.org/

CDPH Vaccine Eligibility Guidelines (IMM-1142): https://eziz.org/assets/docs/IMM-1142.pdf

National

Centers for Disease Control and Prevention: https://www.cdc.gov/vaccines/index.html

CDC Resources on Vaccine Administration & Storage and Handling: https://www.cdc.gov/vaccines/hcp/admin/storage/index.html

Vaccine Information Statements: http://www.immunize.org/vis/

Immunization Action Coalition: http://www.immunize.org/

Vaccine Education Center at the Children's Hospital of Philadelphia: http://www.chop.edu/centers-programs/vaccine-education-center

Vaccine Adverse Events Reporting System (VAERS): https://vaers.hhs.gov/

Vaccine Errors Reporting Program (VERP): https://www.ismp.org/form/verp-form