

## NM VFC Frequently Asked Questions

- **Will our practice be on a vaccine ordering schedule?** You are limited to one order per month. Order only enough vaccines for a 4-6 week period, including inventory you have on hand.
- **How long does it take for a vaccine order to arrive from McKesson?**  
From the time your order is submitted, allow 3 weeks for your vaccine order to arrive. It may arrive sooner than this, but please plan your order according to this time frame to ensure an adequate vaccine supply.
- **What should I do if I have excess vaccines?**  
If you cannot use vaccines before the expiration date, please transfer them to another NM VFC provider.
  - Evaluate your inventory regularly and identify vaccines that are unlikely to be used at least *three months* before they expire.
  - Identify a local VFC provider who agrees to accept your vaccines.
  - Or, contact your regional VFC representative (whose 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, complete the *Vaccine Transfer Form* and transport the vaccines following proper cold chain procedures. Include a copy of the completed transfer form in the cooler, fax a copy to the VFC Program (505-827-1064), and retain a copy for your records.

*All VFC vaccines must be used only according to VFC protocols and cannot be used for anyone over 18 years of age.*

- **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 to McKesson. Completely fill out the *Vaccine Return Form* and send it with the vaccines to McKesson. Be sure to fax a copy of the *Return Form* to VFC at 505-827-1064 and keep a copy for your records.
- **How do I return compromised or expired vaccines?**  
Please contact the NM VFC program (505) 827-2415 or (505) 827-2147 to request a return label for mailing the box with the nonviable vaccines to McKesson. McKesson is no longer requesting the return of their shipping boxes, and it is not required that you use their box for the return of vaccines. However, recycling them by using them for vaccine returns is encouraged.

**Do not return viable vaccines to McKesson.**

How do I return compromised or expired vaccines? (cont)

- Remove the ice bricks if a McKesson shipping box is used.
  - 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.
- **Will McKesson call our practice before vaccine is shipped?**  
McKesson does not make calls prior to shipping vaccines to make sure someone will be available to receive the vaccine. If you realize your office will be closed when a delivery may arrive, it is your responsibility to make arrangements for someone to receive vaccines in your absence. Please plan to have someone available to receive and properly store your vaccines or post a phone number where you can be reached. 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 are changed.
  - **Why did I receive a different amount of vaccines than I ordered?**  
McKesson ships vaccines according to standard packaging as provided by vaccine manufacturers. You should continue to order according to the **number of doses** you need (**not** the number of boxes, 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 5 doses of a 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 (for example, current Hib vaccine shortage) or if your order plus the inventory you have on hand reflects a greater than 4-6 week need.**

- **Who do I contact if I have a question about my order or concerning a UPS pick up of expired or compromised vaccines?**  
Please do **not** contact McKesson. Contact the NM VFC Program at one of the following phone numbers or e-mail addresses:

Marsha Rippetoe  
Amy Trujillo  
Carly Christian

505-827-2415 [marsha.rippetoe@state.nm.us](mailto:marsha.rippetoe@state.nm.us)  
505-827-2147 [amy.trujillo@state.nm.us](mailto:amy.trujillo@state.nm.us)  
505-827-2898 [carolyn.christian@state.nm.us](mailto:carolyn.christian@state.nm.us)