

NM VFC Protocol

Vaccine Shipments & Order Delivery

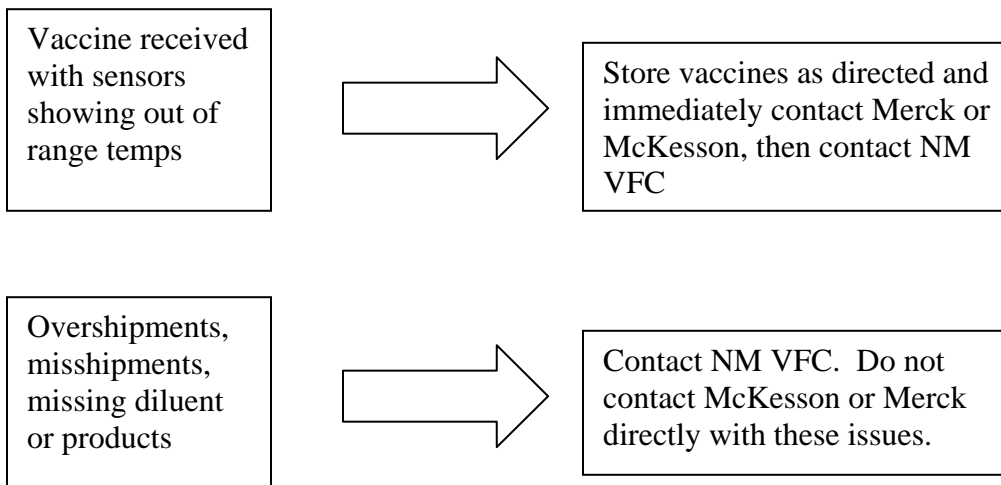


VFC McKesson and Merck Shipment: Procedures to Follow

- Providers should never refuse vaccine shipments due to damage to the exterior package or delayed delivery. Shipments should be accepted and then VFC should be contacted 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.
- 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.
- Shipments should be opened immediately; temperature sensors checked; vaccines inspected and compared to the packing list; and then stored at appropriate temperatures. If a provider believes a vaccine shipment is compromised or if temperature monitors are out-of-range, they should contact McKesson immediately using the phone number dedicated to receiving provider calls about vaccine viability: 877-836-7123.
- NM VFC encourages calls to the number above if there are shipment issues since it is critical that viability calls reach McKesson within two hours of the time the vaccines arrive (as documented by the carrier). After counseling the caller to store the vaccines as directed and to avoid using it until resolution is reached, McKesson will contact NM VFC to alert us about the situation. Providers should also contact VFC.
- Any calls received by McKesson beyond this two hour window result in CDC liability for vaccine replacement, regardless of the cause.
- Overshipments, misshipments, missing diluents or products should be reported to VFC (not McKesson) **immediately**.

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

- Providers should count the number of diluent doses to be sure there is a correct match of vaccine doses to diluent doses. **Note:** Diluent for Merck products are packed in the top compartment of the shipping container.
- 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 FedEx or UPS cannot be overridden by CDC or McKesson.



For assistance, contact:

**McKesson
Merck Inc.**

877-822-7746 cdccustomerservice@mckesson.com
800-637-2579
(Select # then Option 2)

**NM VFC
Marsha Rippetoe
Lynne Padilla-Trujillo
Carly Christian**

505-827-2415 marsha.rippetoe@state.nm.us
505-827-2147 lynne.padilla-truji@state.nm.us
505-827-2898 carolyn.christian@state.nm.us