



Dear Colleague,

Managing COVID-19 vaccine inventory is an essential part of the COVID-19 vaccination program. Failure to account for your vaccine inventory may affect future COVID-19 vaccine orders. It is important that inventory is managed using the [Citywide Immunization Registry \(CIR\)](#), Vaccine Inventory Management (VIM) system.

**Detailed instructions about using the VIM system to manage COVID-19 vaccine inventory are attached.**

#### **Accounting for Vaccine Doses**

COVID-19 vaccine providers have consistently been able to withdraw more doses from Pfizer and Moderna COVID-19 vaccine vials. Please adjust your inventory to account for these extra doses. Adjustments can be made within the VIM system using the “Adjust Inventory” tab. Increase your inventory using the reason “Unaccounted for in Provider Inventory.” Do not modify inventory until doses have been used. In other words, don’t increase the inventory in anticipation of using more doses.

#### **Transferring Vaccine**

Vaccine shipped to your site directly from Pfizer or the Centers for Disease Control and Prevention (CDC) will automatically populate VIM. Vaccine received from other sources will need to be added to your inventory. Vaccine redistributions must first be approved by the New York State Department of Health (NYS DOH). Instructions to submit redistribution requests to NYS DOH are attached.

To transfer vaccine within your network, use the “COVID-19 Transfer Module,” which can be accessed by selecting the “Transfer COVID-19 Vaccine” tab under the VIM/COVID icon. This module allows providers to manage and track COVID-19 vaccine transfers. This tool is available to hospitals, Federally Qualified Health Centers (FQHCs) and provider groups enrolled in the COVID-19 Vaccination Program. Once the inventory transfer is complete, a confirmation email is sent to the vaccine coordinators at the transferring and receiving detailing the transfer.

If you are transferring vaccine outside of your network, please use the VIM “Adjust Inventory” tab. The sending facility will need to reduce their inventory by the amount being transferred. The receiving facility will need to increase their inventory by the same amount. Please indicate the transfers by selecting “Transfer COVID-19 Vaccine” under the adjustment reason drop-down. If the receiving facility does not have the vaccine lot in their inventory, select the “Find/Add Lot” button on the “Adjust Inventory” screen to add the additional vaccine to the recipient’s inventory.

#### **Reporting Temperature Excursions/ Reporting Vaccine Wastage**

Vaccines must be properly stored to maintain in-range temperatures. Temperatures below or above the required ranges are considered excursions. Should an excursion occur:



- Quarantine the affected vaccines in the refrigerator/freezer and label it as “Do Not Use”
- Take an inventory of what was inside the refrigerator or freezer unit at the time of the excursions.
- Contact the vaccine manufacturer to determine the viability of the vaccine
  - Inform them how long the vaccine was exposed to the temperatures below or above the range
  - Ask them for supporting documentation. This can be as simple as an email stating the vaccine can or cannot continue to be used.
- Complete a [Temperature Excursion Incident Report](#) (TEIR) and submit it to [pqaunit@health.nyc.gov](mailto:pqaunit@health.nyc.gov) or via eFax at 347-396-8841.

If the manufacturer determines that vaccines are spoiled and should not be used, all vaccines details must be listed on the TEIR and reported in VIM using the “Vaccine Returns/Wastage” tab. The temperature excursion form is attached for reference.

Other vaccine wastage and spoilage events may also be reported using the “Vaccine Returns/Wastage” tab. Wastage reasons include: Broken Vial/Syringe, Vaccine drawn into syringe but not administered, Opened multi-dose vial, Other wastage (non-returnable).

If you have questions please email [nycimmunize@health.nyc.gov](mailto:nycimmunize@health.nyc.gov).

Sincerely,  
Bureau of Immunization  
New York City Department of Health & Mental Hygiene