COVID-19 Vaccine Ordering & Inventory Management

February 2021
COVID-19 Vaccine Distribution

• Vaccine supply is still limited
  o Please note that not all eligible providers will receive vaccine while supply remains limited
  o Vaccine distribution is also dependent on NYS guidance and facilities identified to be prioritized

• Based on NYS guidance, facilities must administer and report 95% of the doses they received to be eligible to receive another COVID-19 allocation
COVID-19 Vaccine Inventory Management (VIM) Overview

- Vaccine ordering and inventory reconciliation
- Managing vaccine transfers
- Managing COVID-19 vaccine temperature excursions & wastage reporting
- VIM reports
New Vaccine Ordering Process

• Prebook the total amount of COVID-19 vaccine your site will need for all health care personnel, eligible patients and community members based on current NYS prioritization guidelines

• Submit a partial order for the amount of COVID-19 vaccine your facility can administer in one week
  o Place an order by Monday at 12pm to receive vaccine for the following week
  o If you did not receive vaccine for the current week, your request will rollover to the next week and you will not need to re-enter an order

• Reconcile COVID-19 vaccine inventory
  o Enter first and second dose on-hand inventory
  o CIR Expected Inventory should match on-hand inventory
Ordering COVID-19 Vaccine & Inventory Reconciliation
COVID-19 Vaccine Ordering and Management

- Log-on to the CIR Online Registry [www.nyc.gov/health/cir](http://www.nyc.gov/health/cir) and navigate to the VIM/COVID icon and the ‘Order COVID-19 Vaccine’ tab
- First, review information entered during Covid-19 Vaccination Program enrollment
- Any changes should be made directly within the VPAS enrollment system
Place your COVID-19 Vaccine Pre-book Request

- Enter your initial COVID-19 vaccine Pre-book and Current Order amounts
  - **Pre-Book Doses Requested** should reflect the total number of doses needed overall for all health care personnel, eligible persons and patients for your facility
  - **Current Order Amount** should reflect the number of vaccinations your site is able to administer in a one-week period.
Reconcile COVID-19 Vaccine Inventory

- Request vaccine on an as-needed basis
- Place an order based on the number of vaccinations that can be administered at your site for the upcoming week
- **Please note: even though an order has been placed, your facility may not receive vaccine due to limited vaccine supply.**
- Click on the Reconcile Inventory link

<table>
<thead>
<tr>
<th>COVID-19 Vaccine</th>
<th>Total Pre-Booked COVID-19 Vaccine</th>
<th>Amount Already Shipped</th>
<th>Remaining Pre-Book</th>
<th>Current Order Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderna COVID-19 Vaccine</td>
<td>1,300</td>
<td>0</td>
<td>1,300</td>
<td></td>
</tr>
<tr>
<td>Pfizer COVID-19 Vaccine</td>
<td>9,750</td>
<td>0</td>
<td>9,750</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>11,050</strong></td>
<td><strong>0</strong></td>
<td><strong>11,050</strong></td>
<td></td>
</tr>
</tbody>
</table>

Last Reconciliation: 2021-01-17

[Reconcile Inventory]
• Enter your On-hand Inventory for each COVID-19 lot at your site by first or second dose.
• Enter a ‘0’ if you have no vaccine doses to enter
• Your CIR Total Expected Inventory should match your on-hand inventory
  • To balance your inventory, enter the Adjust Direction, then Adjust Quantity, and then select an Adjustment Reason
  • This will update your CIR Expected Inventory
  • To add additional adjustment reasons, use the “+” and “−”icons from the Add/Remove Reason column
• Please fill in ALL entry fields before pressing the Save and Continue button
Adjustment Reasons for COVID-19 Vaccine

• Transfer COVID Vaccine
  o To account for vaccine transfers outside of your network

• Unaccounted for in Provider Inventory (e.g. Extra Doses or Fewer Doses in Vial)
  o Providers may be able to get different amounts of vaccine doses out of the Pfizer and Moderna vaccine vials
Find and Add Lots

• If you do not see one or more of your vaccine lots, click the Find & Add Lot button located above the dashboard to search for and add them to your list.

• In the box that appears, select the brand, lot, and the number of doses you would like to add.

• If the lot currently exists in your list, a message will appear in the dashboard stating: “This lot already exists on the Adjust Inventory screen.”

• If you have added a lot to your list, it will be added and highlighted in yellow.
Place a COVID-19 Vaccine Order

• Enter the number of doses you will need for the week in the Current Order Amount column
• If you are finished, click the submit button to place your order.
• Once you submit your request, it cannot be edited or canceled in the CIR
  o If you need to cancel or amend your order, please email us at COVIDVax@health.nyc.gov and use the subject line: AMEND COVID ORDER
Vaccine Ordering Guidance

• Place an order by Monday at 12pm to receive vaccine for the following week
  o If you did not receive vaccine for the current week, your request will rollover to the next week and you will not need to re-enter an order
  o You are able to place an order every 5 days

• Orders are placed for first doses of vaccine. Second doses are sent automatically 3 weeks after first doses

• Providers without freezers are not able to place COVID-19 vaccine orders
Tracking COVID-19 Vaccine Orders

- Determine if you will receive an order by reviewing the ‘Prior Orders’ section of the ordering screen.
- Review Order Date, Vaccine Type, Order Amount, Shipped Amount and Status.
- Statuses: Pending, Order Shipped, No vaccine shipment for the week of XX/XX/2021.

Ordering Tips:
- Please add a ‘Pre-Book’ amount based on the total amount of vaccine you will need for all staff and patients.
- COVID-19 orders are not guaranteed and will be filled based on NYS COVID-19 vaccine priority guidelines and vaccine availability.

Inventory Reconciliation Tips:
- To identify any inventory errors or discrepancies, run a transaction report.
- Contact your EMR to make sure the vaccine code and vaccine lot number are being accurately reported to CIR.
- Email COVIDVax@health.nyc.gov for additional assistance.

<table>
<thead>
<tr>
<th>COVID-19 Vaccine</th>
<th>Total Pre-Booked Vaccine</th>
<th>Amount Already Shipped</th>
<th>Remaining Pre-Book</th>
<th>Current Order Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderna COVID-19 Vaccine</td>
<td>300</td>
<td>0</td>
<td>300</td>
<td></td>
</tr>
<tr>
<td>Pfizer COVID-19 Vaccine</td>
<td>3,900</td>
<td>0</td>
<td>3,900</td>
<td></td>
</tr>
</tbody>
</table>

Attention: An order was placed on 02/02/2021 8:56pm by Jean Kirupaharan. Another order can be placed on or after 02/07/2021.
Revise Your Prebooked COVID-19 request

- To revise your COVID-19 pre-book order, click on the Revise Your COVID-19 Pre-Book tab.
- Enter the number of doses you would like to increase or decrease your pre-book by in the Amount of revision column.
  - Press the Add or Subtract button.
- Revised Pre-Book column will reflect the adjustment.
- Click the Submit button to update your pre-book.
- A confirmation email will be sent to your site reflecting the edited pre-booked amount.

![Diagram of revise pre-book process]

(Check Submit button below to make changes.)
Managing COVID-19 Vaccine Inventory Transfers
Vaccine Redistribution & Transfers

• Vaccine redistribution is the process by which vaccine is physically moved and possession is transferred from the enrolled provider that first received the vaccine shipment to another enrolled provider, who will store and administer the doses.

• Movement of vaccine outside of NYC is not permitted without prior authorization. Vaccine redistributions must first be approved by the New York State (NYS) Department of Health before being documented in the CIR. Forms can be found here: https://immunize.nyc/provider-client/web/pdf/Redistribution_QA_Request_Form_CDC_Agreement_1.1.21_2309.pdf

• Once approved, this redistribution from within your network or from other sources must be managed in the CIR Online Registry.
VIM Transfer Module (in network)

- Navigate to the VIM/COVID icon and select the “Transfer COVID-19” sub-tab
- Select the site within your organization that you are transferring vaccines to
  - Enter the doses of vaccines to transfer
  - Once all fields are completed click ‘Submit’.
- A confirmation email is sent to the vaccine coordinators at both locations detailing the transfer
- Your inventory is decreased and the inventory for the receiving facility is increased automatically

Please note: You are only able to transfer vaccine between New York City sites enrolled in the COVID-19 vaccination program under the same Section A in the VPAS application
Transferring Vaccine Out of Network

- Navigate to the VIM/COVID icon and select the “Adjust Inventory” tab
- For the transferred lot, enter:
  - Adjust Direction: Decrease
  - Enter Adjust Quantity
  - Adjustment Reason: Transfer COVID-19 Vaccine
- Press Save
- The receiving site must use the Find and Add lot function to add the transferred vaccine to their inventory upon receipt of vaccine
Managing COVID-19 Vaccine Temperature Excursions & Wastage Reporting
Temperature Excursions

• Vaccines must be properly stored to maintain in-range temperatures. Temperatures below or above the required ranges are considered excursions.

• Should an excursion occur:
  o Quarantine the affected vaccines in the refrigerator/freezer and label it as “Do Not Use”
  o Take an inventory of what was inside the refrigerator or freezer unit at the time of the excursions
  o Contact the vaccine manufacturer to determine the viability of the vaccine
  o Inform them how long the vaccine was exposed to the temperatures below or above the range
  o Ask them for supporting documentation. This can be as simple as an email stating the vaccine can or cannot continue to be used
  o Complete a Temperature Excursion Incident Report (TEIR) and submit it to 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.
TEMPERATURE EXCursion INCIDENT REPORT
NEW YORK CITY DEPARTMENT OF HEALTH & MENTAL HYGIENE
BUREAU OF IMMUNIZATION • COVID-19 VACCINATION PROGRAM
347-396-2404 (Phone) • 347-396-8841 (Fax) • POA401@health.nyc.gov

In the event of a temperature excursion, contact the vaccine manufacturer, complete and submit this form to the New York City Department of Health and Mental Hygiene, Bureau of Immunization, Provider Quality Assurance Unit. This report serves as a record of the incident, the steps taken to determine vaccine viability, and the disposition of the affected vaccines. Keep this form for your records.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Contact Info</th>
<th>Vaccine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderna</td>
<td>1-866-569-3765</td>
<td>SARS-CoV-2 (Moderna)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.modernatv.com">www.modernatv.com</a></td>
<td></td>
</tr>
<tr>
<td>Pfizer</td>
<td>1-800-562-4470</td>
<td>SARS-CoV-2 (Pfizer BioNTech)</td>
</tr>
<tr>
<td></td>
<td><a href="http://www.pfizer.com">www.pfizer.com</a></td>
<td></td>
</tr>
</tbody>
</table>

Facility Name: __________________________ PIN #: __________ Date Reported: __________
Reported by: __________________________ Phone #: __________ Email: __________
Date of Excursion: __________ Time of Excursion: __________ Order ID (if applicable) __________

IMMEDIATE ACTION TAKEN
1. Was the Vaccine Coordinator or Back-Up Vaccine Coordinator notified of the excursion?
   YES □ NO □
2. What was the excursion temperature inside the affected storage unit(s) at the time the problem was discovered?
   □ Refrigerator Temperature: ______°C or ______°F
   □ Freeze Temperature: ______°C or ______°F
   □ Ultra-Cold Freezer Temperature: ______°C or ______°F
3. How long were the vaccines exposed to inappropriate storage temperatures? Please record the total amount of time or cumulative time outside of range for each unit.
   □ Refrigerator: ______ Days ______ Hours ______ Minutes
   □ Freeze: ______ Days ______ Hours ______ Minutes
   □ Ultra-Cold Freezer: ______ Days ______ Hours ______ Minutes

CAUSE OF EXCURSION:
□ Power Outage(s) not plugged into or not turned on
□ Prolonged opening of refrigerator/freezer door
□ Temperature Monitoring device moved/replace
□ Unit's temperature control knob setting is incorrect
□ Poor air circulation inside and outside the unit(s)
□ Operational problems with the storage unit(s)
□ Other:

Type & Brand Name of Storage Unit Affected by Excursion:
□ Small Stand-Alone Refrigerator
□ Pharmaceutical Grade (Stand-Alone Freezer)
□ Stand-Alone Freezer
□ Small Household Refrigerator & Freezer (Refrigerator Only)
□ Regular Stand-Alone Freezer
□ Regular Household Refrigerator & Freezer (Refrigerator Only)
□ Regular Stand-Alone Freezer
□ Large Household Refrigerator & Freezer (Refrigerator Only)
□ Pharmaceutical Grade (Ultra-Cold Freezer)

Storage Unit Brand Name: __________________________ Model/Series #: __________________________
Thermometer Brand #: __________________________ Model #: __________________________

COVID-19 Vaccines, Manufacturer & Lot Number(s) affected due to temperature excursion:

<table>
<thead>
<tr>
<th>Vaccine (Manufacturer)</th>
<th>Vaccine Type</th>
<th>Lot Number(s)</th>
<th>Lot Expiration Date</th>
<th>New Expiration Date (if applicable)</th>
<th>Number of Doses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderna</td>
<td>SARS-CoV-2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pfizer BioNTech</td>
<td>SARS-CoV-2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderna</td>
<td>SARS-CoV-2</td>
<td></td>
<td></td>
<td></td>
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</tr>
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<td>Moderna</td>
<td>SARS-CoV-2</td>
<td></td>
<td></td>
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<td></td>
</tr>
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</table>
Reporting COVID-19 Vaccine Wastage

- Navigate to the VIM/COVID icon and select the “Vaccine Inventory Management” tab, “VFC Vaccine Returns and Wastage” sub-tab
- Fill out the fields displayed
- Click “Continue” to confirm entry(ies) and click “Submit”
- Dispose of the wasted vaccine as you would other unused medication

Wastage Reasons
- Broken Vial/Syringe
- Vaccine drawn into syringe but not administered
- Opened multi-dose vial
- Expired vaccine
VIM Reports
VIM Reports

• VIM transaction report

• COVID-19 summary report
Use this report to find out how unique vaccine lots were used
Can specify a wide range of dates and parameters:
  • Transactions
    • Administered doses
    • Transferred doses
    • Lot added to inventory
  • Adjustment reasons
    • EMR issues
    • Unaccounted for in Provider Inventory (used to document extra doses drawn from vial)
  • Specify vaccine type and lot
  • Can display patient level detail for administered doses
COVID-19 Summary Reports

- COVID-19 Vaccine Shipped Report
  Summarizes doses shipped to your site by shipment date, brand and dose sequence (first or second dose)
- COVID-19 Vaccine Administered Report
  Summarizes doses administered to patients at your site by administration date, brand, and dose sequence (first or second dose)
COVID19 Vaccine Shipped Report

- Summarizes doses shipped to your site by shipment date, brand and dose sequence (first or second dose)

<table>
<thead>
<tr>
<th>Date Shipped</th>
<th>Vaccine Type</th>
<th>Doses</th>
<th>Dose Sequence</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/02/2021</td>
<td>Moderna COVID-19 Vaccine</td>
<td>100</td>
<td>First Dose</td>
</tr>
<tr>
<td>02/02/2021</td>
<td>Pfizer COVID-19 Vaccine</td>
<td>975</td>
<td>First Dose</td>
</tr>
<tr>
<td>02/02/2021</td>
<td>Moderna COVID-19 Vaccine</td>
<td>100</td>
<td>Second Dose</td>
</tr>
<tr>
<td>02/02/2021</td>
<td>Pfizer COVID-19 Vaccine</td>
<td>975</td>
<td>Second Dose</td>
</tr>
</tbody>
</table>
COVID-19 Vaccine Administered Report

- Summarizes doses administered to patients at your site by administration date, brand, and dose sequence (first or second dose)

- COVID-19 mRNA NOS=Not Otherwise Specified
  - Non-specific vaccine code for mRNA COVID-19 vaccine
  - This should not be used regularly, if your system is reporting this way please correct in your EMR
Problems Reconciling Inventory

• Are you ordering and reporting from the same facility code?
  o Inventory may need to be transferred to the inventory of the reporting facility
  o CIR facility code remapping may be needed, contact us

• Have all inventory transactions been documented?
  o Administered doses
  o Wastage incidents
  o Transfers

• Run a VIM transaction report
  o Are you reporting the correct vaccine code?
  o Is your EMR sending the correct lot number?
Thank you

• Questions?
  ○ Email COVIDVax@health.nyc.gov