COVID-19 Vaccine Ordering & Inventory Management

December 2021
COVID-19 Vaccine Distribution

• Vaccine supply
  o The New York City (NYC) Department of Health and Mental Hygiene COVID-19 Vaccination Program prioritizes equitable access to COVID-19 vaccines and vaccination services. There is currently sufficient COVID-19 vaccine supply available.

  o All doses are now considered universal doses, which means that each dose in a vial can be used for a first dose or a second dose. Beginning the week of May 24th, second doses will NOT be automatically distributed to providers.

• In addition to vaccine supply considerations, subsequent shipments of vaccine will be based on capacity to administer vaccine and proper reporting of all vaccine doses administered to the Citywide Immunization Registry (CIR).
COVID-19 Vaccine Inventory Management (VIM) Overview

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

- **Prebook** the total amount of doses (first, second, third and booster) your facility will need for all staff and patients based on current COVID-19 vaccine recommendations

- Submit a **current order amount** for COVID-19 vaccine your facility can administer in one-to-two-week period
  - Providers no longer have a weekly deadline to order
  - Orders are not guaranteed and will be filled based on NYS COVID-19 vaccine priority guidelines and vaccine availability.

- **Reconcile** COVID-19 vaccine inventory
  - Enter on-hand inventory
  - 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

Please note: You are only able to order vaccine for New York City sites who have an approved Section A and B VPAS application and are enrolled in NYC’s COVID-19 vaccination program.
Place your COVID-19 Vaccine Pre-book Request

- If this is your first-time ordering, enter your initial COVID-19 vaccine Pre-book amounts
  - **Pre-Book Doses Requested** should reflect the total number of doses needed **overall** for all staff persons and patients.
  - This amount may be updated at any time.
Place your Current Order Amount

- Enter your Current Order amounts
  - **Current Order Amount** should reflect the number of vaccinations your site is able to administer in a one-to-two-week period.
  - Order the appropriate amount of COVID-19 vaccine necessary for first, second, third and booster doses.
  - If you did not receive vaccine for the current week, please note that your order will NO longer roll over. Please click on the **Reconcile Inventory** link to account for your on-hand doses before placing an order for the upcoming week.
Reconcile COVID-19 Vaccine Inventory II

- Enter your **On-hand Inventory** for each COVID-19 lot at your site by 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.

![Image of Find and Add Lot interface](image.png)
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.
  - 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**

### COVID-19 Vaccine Inventory

<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>Adult COVID-19 Vaccine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Moderna COVID-19 Vaccine</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Janssen COVID-19 Vaccine</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Pfizer COVID-19, 12y+</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Pediatric COVID-19 Vaccine</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

**Note:**
- Entries in the **Current Order Amount** column must be in increments of 100.
- For the Moderna COVID-19 vaccine, amounts must be in increments of 300.
- For the Pfizer COVID-19, 12y+ vaccine, amounts must be in increments of 300.
- For the Janssen COVID-19 vaccine, amounts must be in increments of 100.

**Important:**
- It would like to receive dry ice with my COVID-19 vaccine order.
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

<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>300</td>
<td>0</td>
<td>300</td>
<td>Attention: An order was placed on 02/02/2021 8:56pm by Jean Krupaharan. Another order can be placed on or after 02/07/2021.</td>
</tr>
<tr>
<td>Pfizer COVID-19 Vaccine</td>
<td>3,900</td>
<td>0</td>
<td>3,900</td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4,200</strong></td>
<td><strong>0</strong></td>
<td><strong>4,200</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Order Date</th>
<th>COVID-19 Vaccine</th>
<th>Order Amount</th>
<th>Prior Orders Shipped Amount</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>02/02/2021</td>
<td>Moderna COVID-19 Vaccine</td>
<td>100</td>
<td></td>
<td>Pending</td>
</tr>
<tr>
<td>02/02/2021</td>
<td>Pfizer COVID-19 Vaccine</td>
<td>1,950</td>
<td></td>
<td>Pending</td>
</tr>
<tr>
<td>01/28/2021</td>
<td>Moderna COVID-19 Vaccine</td>
<td>100</td>
<td></td>
<td>No vaccine shipment for the week of: 02/01/2021</td>
</tr>
<tr>
<td>01/28/2021</td>
<td>Pfizer COVID-19 Vaccine</td>
<td>975</td>
<td></td>
<td>No vaccine shipment for the week of: 02/01/2021</td>
</tr>
</tbody>
</table>
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.

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![Image of the Revise Your Prebooked COVID-19 request form](Image)

1. Click on the Revise Your COVID-19 Pre-Book tab.
2. Enter the number of doses you would like to increase or decrease your pre-book by in the Amount of revision column.
3. Press the Add or Subtract button.
4. Revised Pre-Book column will reflect the adjustment.
5. Click the Submit button to update your pre-book.
6. A confirmation email will be sent to your site reflecting the edited pre-booked amount.
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:
  - 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 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) • PQAUnit@health.nyc.gov

In the event of a temperature excursion, contact the vaccine manufacturers, complete and submit this form to the New York City Department of Health and Mental Hygiene, Bureau of Immunization, Provider Quality Assurance Unit via email or fax. 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 report for your records.

Refer to CDC’s Product info by U.S. Vaccine webpage for the latest information on COVID Vaccine storage and temperature requirements.

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Contact Info</th>
<th>Vaccine</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janssen</td>
<td>1-800-526-7756/1-800-565-4008</td>
<td>Sars-COV-2 (Janssen)</td>
</tr>
<tr>
<td><a href="http://www.janssen.com">www.janssen.com</a></td>
<td>janssen.covi19.vaccine</td>
<td></td>
</tr>
<tr>
<td>Moderna</td>
<td>1-866-655-3782</td>
<td>Sars-COV-2 (Moderna)</td>
</tr>
<tr>
<td><a href="http://www.moderna.com">www.moderna.com</a></td>
<td><a href="mailto:fujifilmar@moderna.com">fujifilmar@moderna.com</a></td>
<td></td>
</tr>
<tr>
<td>Pfizer</td>
<td>1-800-555-4456</td>
<td>Sars-COV-2 (Pfizer BioNTech)</td>
</tr>
<tr>
<td><a href="http://www.pfizer.com">www.pfizer.com</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Facility Name: ___________________________  PIN #: _______  Date Reported: ___________________________

Reported by (first & last name): ___________________________  Phone #: _______  Email: ___________________________

Date of Excursion: ___________________________  Time of Excursion: ___________________________  Order ID (if applicable): ___________________________

IMMEDIATE ACTION TAKEN

1. Did 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]
   - Freezer 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
   - Freezer: Days Hours Minutes
   - Ultra-Cold Freezer: Days Hours Minutes

4. What was the room temperature surrounding the affected unit at the time of the excursion? ___________________________

5. Were water bottles in the refrigerator at the time of the event?  YES  NO
   Were frozen coolant packs in the freezer at the time of the event?  YES  NO

6. Was an inventory of the vaccines within the affected storage unit conducted?  YES  NO

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

<table>
<thead>
<tr>
<th>Vaccine</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>SARS-COV-2 (Pfizer BioNTech)</td>
<td>COVID-19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SARS-COV-2 (Moderna)</td>
<td>COVID-19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SARS-COV-2 (Janssen)</td>
<td>COVID-19</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Describe the incident and corrective actions taken: ___________________________
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
Vaccine Transactions 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

<table>
<thead>
<tr>
<th>Date Shipped</th>
<th>Vaccine Type</th>
<th>Doses</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/16/21</td>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>100</td>
</tr>
<tr>
<td>11/20/21</td>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>100</td>
</tr>
<tr>
<td>12/07/21</td>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>100</td>
</tr>
<tr>
<td>12/14/21</td>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vaccine</th>
<th>Doses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pfizer COVID-19, 5-11 yrs</td>
<td>400</td>
</tr>
</tbody>
</table>
COVID-19 Vaccine Administered Report

- Summarizes doses administered to patients at your site by administration date, brand, and dose sequence
- 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

<table>
<thead>
<tr>
<th>Facility Code</th>
<th>VFC PIN</th>
</tr>
</thead>
<tbody>
<tr>
<td>VFC-90320051</td>
<td>VFC90320051</td>
</tr>
</tbody>
</table>

Citywide Immunization Registry
42-09 28 STREET, 5th floor
Queens, NY 11101

<table>
<thead>
<tr>
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<tbody>
<tr>
<td>01/01/2021</td>
<td>1</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>

*Doses that appear as COVID-19, mRNA, NOS were reported to the CIR successfully, but the brand of vaccine was not specified.*
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?
  o Email COVIDVax@health.nyc.gov