

**PLEASE COPY THIS FOR ALL HEALTH CARE PROVIDERS  
IN YOUR PRACTICE**

**TO:** All Users of State Supplied Vaccines

**FROM:** Kathy Kudish  
VFC Coordinator

**DATE:** June 3, 2009

**SUBJECT:** Update: Changes in Vaccine Shipping at McKesson

The purpose of this memo is to update you on several changes at McKesson Specialty concerning the shipment of your vaccines.

**McKesson Shipping Boxes**

During the last half of June, McKesson will begin shipping vaccine orders in a new box using a phased in approach. This new box has been thoroughly tested in laboratory conditions as well as real world shipping conditions and meets with approval from the CDC. McKesson collaborated with an independent firm with cold chain technology expertise to conduct this testing.

**The biggest change is that providers will no longer return shipping boxes to McKesson for recycling/reuse. Therefore these new boxes no longer have pre-printed return address labels.**

McKesson recommends providers keep one or two boxes on hand for any expired or non-viable vaccine returns to McKesson. If providers need to return expired or non-viable product to McKesson, they can contact Customer Service at 1-877-822-7746, and a representative will schedule a pick up and send out a return label.

McKesson plans on implementing the new box using the following timeline:

- Approximately 20% of all orders – 6/22/09 – 7/1/09
- Approximately 40% of all orders – 7/1/09 – 7/14/09
- Approximately 60% of all orders – 7/14/09 – 7/30/09
- Approximately 80% of all orders – 7/30/09 – 8/14/09
- Approximately 100% of all orders – 8/14/09

### **Updated Temperature Monitors**

Also in June, McKesson will begin using updated temperature monitors in all shipping containers (see attached copies). Providers that have questions about a vaccine shipment's viability can contact McKesson directly using a dedicated vaccine viability phone line. Instructions for calling this dedicated phone line are included on the updated temperature monitors. **According to the CDC contract with McKesson, providers must contact McKesson with vaccine viability concerns within 2 hours of receiving their shipment.** Calls received within the two hour window will ensure that McKesson replaces any vaccine deemed unusable. Calls received outside of the two hour window will result in CDC or the State Immunization Program having to pay for replacement of any unusable vaccine.

### **Vaccine Deliveries**

Just a reminder, especially with summer vacations fast approaching, that providers must notify the Immunization Program whenever their office will be closed on any day they would normally be open for business (e.g. vacations, illnesses, etc.) We maintain current information on regular office hours for all providers receiving vaccine shipments from the Immunization Program. That information is shared with McKesson and Merck (varicella shipments). Once an order has been processed by the Immunization Program and submitted to the vendor (McKesson or Merck), that shipment could arrive on any day or time your office is listed to be open. Please do not assume a vaccine shipment will arrive at the same day or time each month. We have had several instances where vaccines were spoiled due to offices being closed for vacation or for other reasons of which we were not made aware. Providers will be held accountable for replacing vaccines on a dose for dose basis in those situations. **If your shipping information has recently changed or the office will be closed for any unscheduled period of time, please contact us immediately with any updated information.**

As always, if you have any questions about these changes, please feel free to contact the Immunization Program at (860) 509-7929.

*Review this guide to read this temperature indicator.*

## Vaccine Temperature Monitor

A 3M MonitorMark™ Time Temperature Indicator is in this shipment to assure that your vaccines have been shipped under manufacturer-recommended conditions. The indicator shows temperature exposure only – not information about vaccine quality. This monitor must be “turned on” when you receive it. A small white tab on the left side of the monitor with word “To Activate Fold Up and Pull” has been removed. If you see this tab, please report right away.

## Accepting a Vaccine Shipment

- On arrival, remove the instruction card with the 3M MonitorMark™ Time Temperature Indicator from the shipment box right away.
- Follow the guide on the back of this card to read the monitor.
- Examine the vaccines and shipping box for any signs of damage.
- **If you have any questions or concerns when reading the monitor, if the monitor is not activated or if you see damage to the package, call 877-TEMP123 (877-836-7123) or your state / local immunization program right away.**
- Store vaccines as instructed below.

## Vaccine Storage Requirements

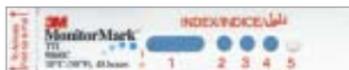
- Take the vaccines out of the shipping box immediately upon receipt.
- Remove the vaccines from the plastic bag.
- Refrigerate immediately at 35° to 46°F (2° to 8°C).
- Do not freeze or expose to freezing temperatures.

## How to Read the 3M MonitorMark Time Temperature Indicator

As soon as you receive this shipment, remove the 3M MonitorMark Time Temperature Indicator and check the Index. Please note that all pictures below are examples only. Please read the monitor on the other side of the card.

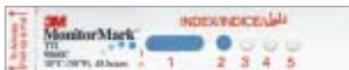
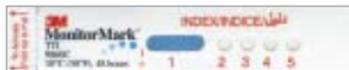
### For all vaccines excluding MMR:

- If the Index color is 0-2, store the vaccines as instructed and begin use.
- If the Index color is 3-5, store the vaccines as instructed and call **877-TEMP123 (877-836-7123)** or your state / local immunization program **right away** for further instruction before using



### For MMR vaccines only:

- If the Index color is 0-1, store the vaccines as instructed and begin use.
- If the Index color is 2-5, store the vaccines as instructed and call **877-TEMP123 (877-836-7123)** or your state / local immunization program **right away** for further instruction before using



## 3M MonitorMark Time Temperature Indicator decision table:

Indicator Color	Vaccine Type	
	Vaccines (excluding MMR)	MMR
0-1	Ready for Use	
2	Ready for Use	Call <b>877-TEMP123 (877-836-7123)</b> or your state / local immunization program <b>right away</b>
3-5	Call <b>877-TEMP123 (877-836-7123)</b> or your state / local immunization program <b>right away</b>	

Call **877-TEMP123 (877-836-7123)** or your state / local immunization program **right away** if you have questions or concerns when reading the temperature indicator or if you see damage to the package.

*Review this guide to read this temperature indicator.*

## Vaccine Temperature Monitor

A ColdMark™ Freeze Indicator is in this shipment to assure that your vaccines have been shipped under manufacturer-recommended conditions. The indicator shows temperature exposure only – not information about vaccine quality.

## Accepting a Vaccine Shipment

- On arrival, remove the instruction card with the ColdMark Freeze Indicator from the shipment box right away.
- Follow the guide on the back of this card to read the monitor.
- Examine the vaccines and shipping box for any signs of damage.
- **If you have any questions or concerns when reading the monitor, if the monitor is not activated or if you see damage to the package, call 877-TEMP123 (877-836-7123) or your state / local immunization program right away.**
- Store vaccines as instructed below.

## Vaccine Storage Requirements

- Take the vaccines out of the shipping box immediately upon receipt.
- Remove the vaccines from the plastic bag.
- Refrigerate immediately at 35° to 46°F (2° to 8°C).
- Do not freeze or expose to freezing temperatures.

## How to Read the ColdMark Freeze Indicator

As soon as you receive this shipment, remove the ColdMark Freeze Indicator and check the ColdMark bulb. Please note that pictures below are examples only. Please read the monitor on the other side of this card.

- If the bulb is clear and colorless, as shown here, store the vaccines as instructed and begin use.



- If the bulb is violet in color, as shown below, store the vaccines as instructed and call **877-TEMP123 (877-836-7123)** or your state / local immunization program right away for further instruction before using.



### ColdMark Freeze Indicator decision table:

Bulb Color	Vaccine Type	
	MMR, ActHIB, LAIV	All other vaccine
Clear and colorless	Ready for Use	
Violet	Ready for Use	Call <b>877-TEMP123 (877-836-7123)</b> or your state / local immunization program <u>right away</u>

Call **877-TEMP123 (877-836-7123)** or your state / local immunization program right away if you have questions or concerns when reading the temperature indicator or if you see damage to the package.