Indiana Department of Health-Immunization Division

Policy & Procedure Title	Provider Vaccine Returns	**Issuing Date**	7/17/2012
Policy & Procedure Number	17	**Revision Date**	10/28/2020
Policy & Procedure Approval Authority	Dave McCormick		

Policy Statement

All providers collaborating with the Immunization Division to vaccinate the citizens of Indiana are required to document and report all incidents of vaccine loss and wastage. Providers must complete a Vaccine Return transaction in the Vaccine Ordering Management System, VOMS within 30 days of the vaccine loss.

The Indiana Immunization Division defines vaccine loss or wastage as any incident or vaccine loss involving 5 or more doses that prevents a vaccine from being properly administered. **This includes all spoiled, expired, or wasted vaccines.** It includes:

Spoiled – vaccine that has been spoiled as a result of the following:

- Natural disaster/power outage
- Refrigerator/freezer too warm or too cold
- Failure to store properly upon receipt
- Vaccine spoiled in transit
- Storage unit failure

Expired – non-viable vaccine in its original container (vial or syringe) that was not administered prior to the expiration date. This includes vaccine that was ordered but unable to be administered or transferred prior to the expiration date.

- Expired influenza vaccines should not be returned until the expiration date.

Wasted- any vaccine that is unaccounted for which can be due to vaccine ordered but not delivered or loss of vaccine due to poor record keeping

- Vaccine drawn into the syringe but not administered (e.g., the parent refused vaccine after the dose was drawn up or a dose of Varivax could not be administered within 30 minutes of reconstitution)
- Vaccine in open vial but doses not administered
- Compromised vial (e.g., due to a drop causing damage to vial integrity or sterility), broken vial, or lost vial
- Lost or unaccounted for vaccines are also a form of wasted vaccine

The following wasted vaccine products should **NEVER** be returned to McKesson and should be disposed of properly by the provider.

1. Vaccine drawn up into syringe, but not administered
2. Lost or unaccounted vaccine
3. Non-vaccine product such as diluents
4. Open multi-dose vial but all dose not administered
5. Broken vial or syringe

Once a vaccine has expired or has been determined to be a spoiled dose, providers should remove all vaccines from the storage unit and complete a Vaccine Return transaction in the Vaccine Ordering Management System, VOMS. All non-viable vaccine, including influenza, must be documented in the system.

1. A vaccine is automatically created for a return when a user selects a returnable adjustment reason when reconciling their inventory.

a. Adjustments include Vaccine Recall, Expired, or Spoiled vaccines.

2. Once you have saved or submitted your inventory, a pop-up box will appear notifying you that a return has been generated for those doses. Select Go to Returns.

3. If you do not want to go to returns at the time, select Close. To go to the Returns page later, select the Order & Returns menu heading (1). Then select Returns (2).

4. On the Vaccine Returns page select a shipping label method (email).

5. Below the Shipping Label Method, all the vaccines that had been reconciled due to a returnable reason will be listed.

6. Enter in the number of vaccines in the Quantity to Return field for all the vaccines that you would like to return. You cannot enter in a quantity less than 1.

7. Select Submit and Print Vaccine Return.

8. The Vaccine Return Submission pop-up box will appear. Select the number of boxes that are required for this vaccine return.

9. Select Confirm and Print.

10. Select the Download icon in the center of the pop-up box to print the vaccine return packing slip.

References & Resources

Centers for Disease Control and Prevention (CDC), Centralized Vaccine Distribution Guide. March 2012

Revision History

07/17/2012, Created
03/01/2014, Revised
02/15/2016, Revised
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