

ORDER CENTER

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Vaccine Availability

All ACIP recommended vaccines may be ordered through the Virginia Department of Health, Division of Immunization. The Centers for Disease Control and Prevention (CDC) negotiates vaccine contracts with manufacturers periodically. As a result, a particular brand of vaccine may not be available every time you order. When a particular brand of vaccine is not available, it may be due to constraints and limitations imposed by CDC or a vaccine manufacturer. If this occurs, the VVFC office will send your facility an alternate, interchangeable vaccine.

How to Order Vaccines

The Vaccine Order Form is periodically updated to reflect the latest changes in vaccine availability. The most current version of the order form is available at <http://www.vdh.virginia.gov/epidemiology/Immunization/VFC/documents/forms/VVFCOrderForm.pdf>. Using the most current vaccine order form available on our website will help the Order Center correctly identify the vaccines you want in the package sizes available, and to more quickly and efficiently process your order. The revision date can be found in the lower right hand corner of the Order Form.

Vaccine orders can be mailed, faxed (804-864-8090), emailed (vvfc@vdh.virginia.gov), or phoned in (1-877-781-VVFC). During holiday periods, our order processing and delivery schedule may change. Usually vaccines are not shipped the week of Thanksgiving and the weeks of Christmas and New Year's Day.

When filling out the Order Form:

1. Fill out all of the information at the top of the order form including your **PIN** number
2. Let us know if any information has changed by circling the new information
3. Write in the number of doses on hand for each vaccine requested
4. Write in the number doses needed, keeping in mind that we cannot send partial packages (i.e. if the vaccine comes in a 5 dose vial you need to order 5, 10, 15, 20 doses etc)

VVFC will monitor requests and may adjust orders according to enrollment data and supply issues to equally distribute limited vaccine among providers and minimize loss of vaccine.

When to Order Vaccines

Due to the cost of shipping vaccine, ordering on a quarterly basis is strongly encouraged. If your storage unit is too small to accommodate a three-month supply of vaccine, contact your VVFC consultant. It is important to conduct a thorough vaccine inventory and order accordingly. Do not wait until you are almost out of vaccine before ordering. Re-order when you have about **two weeks** of inventory on hand. Do not order vaccine if your facility is going to be closed for a holiday or an extended vacation.

Direct Ship Vaccines (Varicella & MMRV)

The special shipping and storage conditions associated with direct-ship vaccines, Varicella and MMRV, require shipment directly from the manufacturer (Merck). They will arrive separately from the rest of your order on dry ice. Your facility should have procedures in place for immediate receipt and storage of these vaccines due to their temperature sensitivity.

Missing or Incorrect Shipments

If your vaccine does not arrive, call the VVFC Order Center so we can track your order.

If you receive an incomplete or inaccurate order, please contact the VVFC Order Center immediately. It is recommended that you keep your packing slips. Check the packing slip against your order to see if it is correct. You may be asked to check your stock by lot number to make sure you did not overlook receipt of the order.

Vaccine Holds

If your facility has been identified as having inadequate vaccine storage, excessive vaccine wastage, or other program violations, a temporary hold on vaccine ordering may be activated. The vaccine ordering hold will be lifted once the problem has been corrected.