

Q1: What are the differences between Wasted, Spoiled, and Expired Vaccine, and what is returnable?

A1: **Wasted Vaccine** is any vaccine rendered unviable by spilling, breaking, or by being drawn up and not administered to a patient. Wasted vaccine also includes vaccine that is lost or unaccounted for. Wasted vaccine is not returnable, but it is important to report wastage in the Immunization Information System (IIS) for tracking purposes.

Spoiled Vaccine is any vaccine rendered unviable by becoming too hot, too cold, or exposed to light. Vaccine spoils when it is not stored or handled appropriately. This vaccine is returnable.

Expired Vaccine is any vaccine that is not used by the expiration date listed by the manufacturer. Expired vaccine is returnable.

Exceptions: If opened multi-dose vials are spoiled, expired, or wasted, they are not eligible for return. However, they should still be reported in the IIS. There is a specific drop down menu for opened multi-dose vials in the IIS Reconciliation Screen.

Q2: How are wasted vaccines included as part of the online vaccine returns process?

A2: The process for wasted vaccine is very similar to the online returns process. Providers should submit wasted vaccine in their Reconciliation screen of the IIS like normal.

1. When you are reconciling your vaccine in the IIS, update your physical inventory to reflect the amount of wasted vaccine. For example, if you have 10 doses of Gardasil, and 10 doses are wasted, your physical inventory will now be 0.

2. Mark the category for the wasted vaccine as “wasted.” Under the Reason dropdown menu, list how the vaccine was wasted.
3. Use the Save button on the bottom of the Reconciliation Screen to update your inventory. If you have completed all of your inventory reconciliation, you can also use the Submit Monthly Inventory Button.
4. Once the Reconciliation page is updated, the wasted vaccine will be removed from the screen. It has now been reported as wasted to your Local Health Jurisdiction. They will review it and send it to the state.
5. If the vaccine was spoiled or wasted due to a vaccine emergency, you are required to inform your Local Health Jurisdiction through email or other communication. **If this is the case, we strongly recommend you still fill out a paper incident report.**

Note: The vaccine wastage process does not require additional provider review before it is submitted to the LHJ, unlike the Online Returns Process. Make sure you accurately mark wasted vaccines before updating your Reconciliation screen.

Q3: If I have expired vaccine I need to return, but I removed it from the IIS, what should I do?

A3: You may add the inactivated vaccine back into your inventory. The vaccine will be assigned based on the inactivation reason you previously assigned it. By re-activating a lot that was assigned as expired, it will automatically move to your vaccine returns page.

1. Log in to the Immunization Information System (IIS). Select your facility.
2. Go to the Lot Numbers header, and click on the “Search/Add” title.
3. Search by vaccine type if you know the vaccine. You can also just hit the Search button.

4. Look for the vaccine lot number in the Search Results list. Make sure it is listed as “Inactive,” as denoted by a “Y” in the Inactive column.
5. Click on the vaccine.
6. On the next page, click the Edit button to edit the inactivated lot. The Lot Number Maintenance screen will load.
7. Make sure to click the “Inactive” box so that it is empty. This means you are activating the lot.
8. Hit the “Save” button. If you do not hit the save button, any changes you made will disappear.

The vaccine will now show in your inventory, like normal. Follow the online returns/wastage procedures as needed.

Q4: Can I view my returns/wastage history in the IIS after I start submitting online?

A4: Yes, you can. These are the steps:

1. Log in the IIS. Select your facility.
2. Click on the Orders/Transfers Header, and select “Search History.”
3. On the Search History Screen, there are four radial buttons at the top of the screen which list Orders, Transfers, Returns, and Wastage. Select either the Returns or Wastage radial button.
4. Hit the “Search” button.
5. Your results will list on the screen.
6. You can click on any of the orders to review them in detail.

Q5: How do we account for a Multi-Dose Vial of Flu?

If the Multi-Dose Vial (MDV) of Flu has not been opened, you will follow the regular online returns process. In the reconciliation screen, you’ll assign the vaccine category as **expired**, and the reason as **expired**.

For persons with disabilities, this document is available on request in other formats. To submit a request, please call 1-800-525-0127 (TDD/TTY call 711).
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If the MDV of Flu has been opened or partially used, it is considered an open MDV of Flu. Open MDVs of Flu are not returnable. However, in the reconciliation screen, you must still note the vaccine as expired. The category will be **expired**, and the reason will be **expired multi-dose vial**. DO NOT list the flu as wasted if it is opened and expired. The IIS will automatically assign it as wasted once you list it as an expired multi-dose vial. Save the reconciliation page and the opened MDV will be gone from your inventory.

Q6: If I don’t have access to Online Returns, who do I contact?

A6: In order to do online returns, you must first be reporting and reconciling inventory in the IIS. Second, You will need to attend an Online Returns Training Webinar. Look for communication from your LHJ about training dates and times. If you have done this but don’t have access, please contact Phillip Wiltzius, Vaccine QA and Systems Consultant, at phillip.wiltzius@doh.wa.gov.

Q7: Can you do vaccine returns any time during the month, or does it need to be done when we are doing our end of the month inventory?

A7: Providers can do vaccine returns at any point in the month. However, we strongly recommend doing returns at the same time you do monthly inventory. This will save you time.

Q8: I submitted an online return but my packing slip didn’t show up in the IIS. What do I do?

A8: We have experienced some problems with certain browsers (Chrome) failing to load the packing slip after a provider submits their return. If this happens to you, you can use the search history function to pull up the vaccine return, and print out the packing slip from there.

Q9: How can I split my vaccine in the reconciliation page if I have a lot that has both expired and spoiled/wasted vaccine?



Online Returns Frequently Asked Questions

Washington State Childhood Vaccine Program
Office of Immunization and Child Profile



A9: In the reconciliation screen, process the expired vaccine first. Subtract the expired doses from your inventory, and select the category as expired. If you have multi-dose vials, refer to question 5. Once you've marked your inventory to account for the expired vaccine, hit save. The reconciliation screen will update the vaccine lot and subtract the doses. At this point you can subtract spoiled/wasted vaccine from the lot following the same steps.

Q10: I completed a paper vaccine incident form and faxed it already. Can I still submit the online return?

A10: Please do not submit an online return for vaccine you've already submitted a vaccine incident report form for. It will cause duplication issues. You may move to online returns for any vaccine in your inventory that has not been reported using the current paper process.

Q11: How do we package returnable vaccine?

A11: There are no package requirements for returnable vaccine. We recommend using a small box or a padded envelope. Please keep the vaccine in the boxes they came in, if possible. This will help prevent vaccines from breaking during transport. You may also use McKesson Styrofoam boxes for returns.

Q12: How long will it take to get a return label?

A12: It depends. If you submit the return using the email process, you will receive a return label a couple hours after the state approver uploads the return files into VtrckS. However, LHJs must approve returns first, followed by the state. We will try to approve returns on a weekly or twice a week basis, depending on staffing.

Q13: I reconciled my inventory for returns and wastage, but I still have a lot listed on my reconciliation screen with zero inventory. What should I do?

A13: If the system did not automatically remove the lot from your screen after you reconciled those doses and saved the page, you may inactivate it. List the most relevant reason for inactivating the lot when it asks for a reason.

Q14: What should I do if I submitted something for return and it is wrong?

A14: The best thing to do in this case is reconcile your inventory and make the fixes in the IIS to reflect what was expired/returned and what wasn't. Because you can't redo an online return once it is submitted, you'll need to send in a paper Vaccine Incident Report, found here:

http://www.doh.wa.gov/Portals/1/Documents/Pubs/348-154_VaccineIncidentForm.doc

Please let your LHJ and the state Department of Health know so they can remove the IIS return from being submitted.