

## Vaccine Management

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### Ordering

- The Department of Health distributes all vaccines funded under the National Immunisation Program within Tasmania through an online ordering system hosted by Toll Pty Ltd.
- Each provider site has been assigned a 5 digit Vaccine Account Number (VAN) for use only by that site; **this number must be provided on all communication with the Communicable Diseases Prevention Unit (CDPU).**
- Orders are completed online at <https://tas.tollhealthcare.com/>
- A user name and password for the website will be sent to your nominated email address.
- A user guide for immunisation providers is available on the website.
- All orders must be signed by an authorised person such as a Medical Practitioner or an Authorised Nurse Immuniser to comply with requirements under the *Poisons Act 1971* and *Poison Regulations 2008*.
- Please plan to order no more than **once a month**, however if necessary to place more than one order please discuss with the CDPU on 1800 671 738.
- A formula to help guide your orders for each vaccine is:
  1. Calculate your vaccine usage for the previous month, then
  2. Subtract the amount currently in your fridge
  3. Add 10% of the amount used in the previous month

(eg: You have 5 vaccines left in the fridge and you used 20 vaccines last month.  $20 - 5 = 15 + 2 = 17$  therefore, you should order 17 vaccines for this month)

Follow this process for each vaccine as different quantities of each will be required
- Delivery of your order will usually take 3-5 business days (Please note: vaccines will never be delivered on a Monday as they are delivered from interstate).
- For enquiries relating to dispatch contact Toll on 03 9091 9677.
- Other enquiries can be directed to the CDPU immunisation hotline 1800 671 738 or email [vaccineorder@health.tas.gov.au](mailto:vaccineorder@health.tas.gov.au)

## Receiving Vaccines

Open your vaccine order immediately to check the temperature indicators which should be located somewhere in the esky together with the packing slip:

- A. If the temperature indicators show the vaccines have been within 2-8°C, check delivered goods against the type and number of vaccines ordered on the packing slip.
- Contact CDPU if there is a discrepancy between your order and the delivered vaccines.
  - Check expiry dates of all received vaccines.
  - Place vaccines in the fridge with short expiry dates at the front to be used first.
  - File the packing slip as evidence of receipt of the order.
  - File the indicator card and include the condition of the “ColdMark” indicator as evidence the cold chain was maintained.
  - “ColdMark” indicators can be distributed through your vaccine fridge to assist with monitoring the temperature. These expire and need to be changed regularly.
- B. If the temperature indicators record a breach (purple “ColdMark” or dark centre of “HEAT marker” red dot).
- Place vaccines immediately in the vaccine fridge.
  - Isolate them from the other vaccines and mark do not use.
  - Report the cold chain breach to CDPU on 1800 671 738 and seek further instruction.