



<https://redcapaipo.azdhs.gov/surveys/?s=AY3C74XEPTWDXJ4H>



ArizonaVFC@azdhs.gov



602.364.3642

Temperature Incident Instructions

1. Isolate the vaccines in the affected unit, label them DO NOT USE and keep them in the affected unit. Do not administer any doses exposed to out of range temperatures.
2. Download the data logger report(s) from the data logger monitoring the affected unit(s).
3. Determine how long the unit was out of appropriate temperature range and the highest and/or lowest out of range temperature documented on the data logger report.
 - If any vaccines in the affected unit have been involved in a previous temperature incident, you will need to include the time of the previous incident and the highest/lowest out of range temperature the vaccines were exposed to in your report to the manufacturer(s).

Appropriate temperature ranges:

- Refrigerator: 2.0°C to 8.0°C **OR** 36.0°F to 46.0°F
 - Standard Freezer: -50.0°C to -15.0°C **OR** -58.0°F to 5.0°
 - Ultra Low Temp Freezer: -130.0°F to -76.0F **OR** -90.0°C to -60.0°C
4. Create a list of all affected vaccines - include the type of vaccine, the lot numbers, the expiration dates, and the manufacturers. If using the reconciliation page in VOMS to report the affected vaccines, please find instructions on saving that as a PDF [here](#).
 5. Contact each manufacturer - provide them with the information you obtained from the data logger reports (length of time vaccines were exposed to out of range temperatures and the highest and/or lowest temperature recorded), as well as affected vaccine information, and any previous incident information as requested.
 6. If reporting the incident to the manufacturer via phone or through email - request a statement of viability be emailed to you by the manufacturer(s). If you are able to check the viability online with an excursion tool from the manufacturer, download a copy of the viability statement for ALL affected vaccines.
 7. Report the outcome of the incident to the Bureau of Immunization Services (BIZS) at this link: <https://redcapaipo.azdhs.gov/surveys/?s=AY3C74XEPTWDXJ4H>
 8. If the affected vaccines are deemed viable and the information reported to the manufacturers and the BIZS was accurate, you may resume use of viable vaccines once the incident has been reported to the BIZS using the above link in step 7.

Incident Report Checklist

Before reporting to the BIZS, ensure you have the following documents readily available to upload or add to the report:

- All data logger reports
 - You must include data logger reports from the last recorded date and time of the previously emailed data logger reports up through the date and time the affected unit has gone back into acceptable temperature range.
 - Data logger reports **MUST** show the start, duration and end of the incident. If the data logger report ends with an out of range temperature, you will need to provide more data logger reports to show at what time the affected unit went back into appropriate temperature range.
- Length of the incident and highest/lowest temperature documented on data logger report - including any information on previous incidents vaccines were involved in.
- A list of affected vaccines (type of vaccine, lot number, manufacturer, expiration date for all).
- Viability statements from the manufacturers for all affected vaccines.

COVID-19 Vaccine Manufacturer Contact Information

[Pfizer](#)

(800) 438-1985

[Moderna](#)

[Temperature Excursion Tool](#)

(866) 663-3762

[Novavax](#)

(855) 239-9174

Routine Vaccine Manufacturer Contact Information

Any temperature reading outside the appropriate ranges is considered a temperature incident. Ensure you have data logger reports before, during and after the vaccine incident to determine the length of the excursion and the highest/lowest temp.

Refrigerator				Freezer	
Must maintain a temperature range between 2.0° C to 8.0° C OR 35.6° F to 46.4° F				Must maintain temperatures between -50.0° C to -15.0° C OR -58.0° F to +5.0° F	
GSK GlaxoSmithKline 888-825-5249 8am-6pm EST	Boostrix Bexsero Engerix B Fluarix FluLaval Havrix Hiberix Infanrix Kinrix Menveo Pediarix Priorix Rotarix Shingrix Twinrix	MERCK 800-672-6372 Monday thru Friday 5:00 am to 4:00pm (8:00 am - 7:00 pm EST)	Gardasil 9 (HPV) Pedvax Hib Pneumovax 23 Recombivax HB Rotateq Vaqta Vaxelis Vaxneuvance Zostavax	MERCK 800-672-6372 Monday thru Friday 5:00 am to 4:00pm (8:00 am - 7:00 pm EST)	Proquad Varivax
	Pfizer 800-438-1985				
Sanofi Pasteur 800-822-2463 Note: OPEN multi dose vials of IPV are no longer viable after 30 minutes above 8.0°C/46.4°F	ActHIB Adacel Daptacel Ipol Fluzone Menactra MenQuadfi Quadracel Pentacel Tenivac Vaxelis	MedImmune (Astrazeneca) 877-633-4411	Flumist	*** MMR-II can be stored in both the Refrigerator and Freezer, its recommended storage range is from -50°C to 8.0°C (-58°F to 46.4°F) Call MERCK if vaccine goes above 8.0°C (46.4°F)	