

# New Vaccine Coordinator Training Checklist

Becoming the Vaccine Coordinator for a physician’s office may seem overwhelming at first. Your office is responsible for ensuring that all staff are properly trained, but the North Carolina Immunization Program (NCIP) has many resources to help you. Please use this checklist of trainings and tasks to fully prepare for your new role.

## THE BASICS

Whenever possible, everything in this section should be completed *before* the previous coordinator departs. These items are very important first steps.

<p><b>Notify the NCIP of staff changes.</b> (Help Desk: 877-873-6247 or <a href="mailto:ncirhelp@dhhs.nc.gov">ncirhelp@dhhs.nc.gov</a> ) Whenever an office changes its Primary or Secondary Vaccine Coordinator or Lead Physician, you are required to notify us immediately.</p>
<p><b>Update your Vaccine Management Plans.</b> Your office has both a Routine and Emergency Vaccine Management Plan. Both need to be updated with new contacts’ information and reviewed annually or more frequently as needed. Blank templates can be found here: <a href="http://www.immunize.nc.gov/providers/storageandhandling.htm">http://www.immunize.nc.gov/providers/storageandhandling.htm</a></p>
<p><b>Make sure you have NCIR access.</b> You need to have Administrator access to the North Carolina Immunization Registry (NCIR). A current administrator can add you. Obtaining a username/password: <a href="http://www.immunize.nc.gov/providers/ncir/training/register.ppt">http://www.immunize.nc.gov/providers/ncir/training/register.ppt</a> Adding a new administrator: <a href="http://www.immunize.nc.gov/providers/ncir/training/adding_editing_users.ppt">http://www.immunize.nc.gov/providers/ncir/training/adding_editing_users.ppt</a></p>
<p><b>Complete the required annual training.</b> Before starting as a coordinator and every year thereafter, you are required to complete annual training. Other options (such as our biennial conference or a compliance site visit with one of our Nurse Consultants) are periodically available, but please start now with the online trainings linked below. You Call the Shots: Vaccines for Children: <a href="https://www2a.cdc.gov/nip/isd/ycts/mod1/courses/vfc/ce.asp">https://www2a.cdc.gov/nip/isd/ycts/mod1/courses/vfc/ce.asp</a> You Call the Shots: Storage &amp; Handling: <a href="https://www2a.cdc.gov/nip/isd/ycts/mod1/courses/sh/ce.asp">https://www2a.cdc.gov/nip/isd/ycts/mod1/courses/sh/ce.asp</a></p>
<p><b>Provider Agreement:</b> Every office enrolled in our program signs a Provider Agreement biennially. Please review that document, which outlines all your office’s responsibilities. If you do not have your office’s most recent agreement, our Help Desk can provide you with a copy at (877-873-6247 or <a href="mailto:ncirhelp@dhhs.nc.gov">ncirhelp@dhhs.nc.gov</a> ).</p>

## STORAGE AND HANDLING

After completing the *You Call the Shots* modules, you should be a vaccine storage expert! Let’s review:

<p><b>Data Loggers &amp; Temperature Logs:</b> Ensure data loggers are set up correctly and that you or your staff are recording temperatures with all required information twice daily on temperature logs. You are required to have a digital data logger (with the probe placed centrally) in every refrigerator and freezer unit. You are also required to have a back-up data logger. They must be calibrated regularly before the expiration date listed on the certificate and the calibration certificate must be kept on site with the data logger. Download data from the digitaldata loggers routinely and review the information for out-of-range temperatures as noted in the Minimum Required Vaccine Ordering, Handling, and Storage Procedures document. See “<a href="#">Minimum Required Vaccine Ordering, Handling and Storage Procedures</a>”, “Using a Digital Data Logger”, and “Temperature Logs with Min/Max” here: <a href="http://www.immunize.nc.gov/providers/storageandhandling.htm">http://www.immunize.nc.gov/providers/storageandhandling.htm</a></p>
<p><b>Out of Range Temperatures:</b> Any time your vaccine storage unit experiences an out-of-range temperature, you MUST contact our Storage and Handling team via the help desk. It doesn’t matter how long it was out-of-range, how far it was out-of-range, or if you already know why it was out-of-range. This includes current, minimum and maximum temperatures. Please properly store and mark the vaccines “do not use” while you’re awaiting viability. And remember, always call! 877-873-6247 or <a href="mailto:ncirhelp@dhhs.nc.gov">ncirhelp@dhhs.nc.gov</a> .</p>

	<p><b>Vaccine Placement and Rotation:</b> Make sure that all vaccine is arranged with the earliest expiration dates in the front. No vaccine should be on the top or bottom shelves, in drawers, or in the door. Keep vaccine away from the sides of the unit. Make sure that any open space is filled with water bottles to keep temperatures stable (unless otherwise stated by the manufacturer).</p>
	<p><b>Count your inventory weekly.</b> Use the “Inventory Report” in NCIR to count your inventory every week. If there are errors, you can view your transactions under “Manage Inventory” to determine which patients may have been left out of NCIR. Instructions for Inventory Reconciliation are available here: <a href="http://www.immunize.nc.gov/providers/ncir/training/inventory_reconciliation.ppt">http://www.immunize.nc.gov/providers/ncir/training/inventory_reconciliation.ppt</a></p> <p>Please note that mismanagement of vaccine inventory may result in vaccine restitution where your office will be required to replace state supplied vaccine with privately purchased doses. To avoid restitution, ensure vaccines are stored properly and short-dated products are used first. Contact the help desk at least two months in advance if you have excess product that you will not be able to utilize prior to expiration.</p>
<p><b>PROGRAMATIC &amp; NCIR TRAINING</b></p>	
<p>NCIR is a great tool for ensuring that your vaccine inventory is well-managed, and your patients are protected. Mastering it is an important part of the Vaccine Coordinator’s role.</p>	
	<p><b>Eligibility &amp; Borrowing:</b> Remember that Vaccines for Children (VFC) vaccine is only available for patients who are 18 years old or younger and are uninsured, Medicaid-enrolled, American Indian, Alaskan Native, or under-insured (only at certain sites). * <i>Refer to the current coverage criteria for details on which state vaccines are eligible for adults.</i> You are required to check the eligibility of every patient via our <a href="#">Coverage Criteria</a> and must pay back any doses administered in error.</p>
	<p><b>NCIR Users and Clinicians:</b> Your office is responsible for keeping the “Manage Users” and “Manage Clinicians” section of NCIR up-to-date. Instructions are available under the “Trainings for Administrators” section here: <a href="http://www.immunize.nc.gov/providers/ncireducation.htm">http://www.immunize.nc.gov/providers/ncireducation.htm</a></p> <p>You are also responsible for ensuring that your office has a confidentiality statement on hand for each NCIR user: <a href="http://www.immunize.nc.gov/providers/ncir/pdf/confidentiality_form.pdf">http://www.immunize.nc.gov/providers/ncir/pdf/confidentiality_form.pdf</a></p>
	<p><b>Data Exchange:</b> If you're office is utilizing data exchange, be sure to run a DX Immunization Transaction List Report in NCIR regularly to check for doses that have not deducted from the virtual inventory. Call your Regional Immunization Consultant (RIC) if you need assistance.</p>
	<p><b>Ordering and Receiving State-Supplied Vaccine:</b> You are responsible for ordering the correct vaccines in the proper amounts based on the provider profile that your office submits annually. NCIR’s suggested order will guide you in ordering appropriate amounts.</p> <p>Managing your Vaccine Orders: <a href="http://www.immunize.nc.gov/providers/ncir/training/vaccine_orders.ppt">http://www.immunize.nc.gov/providers/ncir/training/vaccine_orders.ppt</a></p> <p>Managing your Vaccine Transfers: <a href="http://www.immunize.nc.gov/providers/ncir/training/vaccine_transfers.ppt">http://www.immunize.nc.gov/providers/ncir/training/vaccine_transfers.ppt</a></p>
	<p><b>Vaccine Schedules and Vaccine Information Statements:</b> You are responsible for ensuring the most current Immunization Schedules are posted in your office, and that every patient receives an up-to-date Vaccine Information Statement (VIS) for every dose of vaccine being administered.</p> <p>Immunization Schedules: <a href="https://www.cdc.gov/vaccines/schedules/hcp/child-adolescent.html">https://www.cdc.gov/vaccines/schedules/hcp/child-adolescent.html</a></p> <p>Vaccine Information Statements: <a href="https://www.cdc.gov/vaccines/hcp/vis/vis-dates.html">https://www.cdc.gov/vaccines/hcp/vis/vis-dates.html</a></p>

<p><b>PERSONALIZED HELP</b></p>	
<p>If you complete the steps above and still need help or clarification, our Branch Staff offers several resources. Feel free to reach out to us with questions!</p>	
<p><b>NCIR Help Desk</b> 877-873-6247 or <a href="mailto:ncirhelp@dhhs.nc.gov">ncirhelp@dhhs.nc.gov</a></p>	<p>Assistance with programmatic questions, NCIR, ordering, and/or vaccine distribution (including influenza vaccine)</p>
<p><b>Regional Immunization Nurse Consultants (RIN)</b></p>	<p>Assistance with clinical issues (including vaccine administration), storage and handling inquiries, programmatic questions, and questions about immunization law. <a href="https://immunization.dph.ncdhhs.gov/providers/ncip/pdf/NCIB_RIN_Map.pdf">https://immunization.dph.ncdhhs.gov/providers/ncip/pdf/NCIB_RIN_Map.pdf</a></p>

<b>Regional Immunization Program Consultant (RIC)</b>	Assistance with NCIR issues, storage and handling inquiries, programmatic questions, and questions about immunization law. <a href="https://immunization.dph.ncdhhs.gov/providers/ncip/pdf/NC_RIC_Map_revised.pdf">https://immunization.dph.ncdhhs.gov/providers/ncip/pdf/NC_RIC_Map_revised.pdf</a>
<b>On-Call Nurse</b> 919-707-5575	Urgent assistance with clinical issues (including vaccine administration), programmatic questions, and questions about immunization law.
<b>Storage and Handling Line</b> 877-873-6247 or <a href="mailto:ncirhelp@dhhs.nc.gov">ncirhelp@dhhs.nc.gov</a>	Assistance with out-of-range temperatures and vaccine stability. Can also help with storage and handling questions, including recommendations for refrigeration equipment and digital data loggers.