

COVID-19 Vaccine

Post-Arrival Documentation & Administration Protocols



Definitions

Primary sites: sites receiving vaccine directly from the manufacturer.

Secondary sites: sites receiving vaccine moved in the custody of the province/health authority

IBCO: Immunize BC Operations Centre

NOC: National Operations Centre

Internal Documentation

PRIMARY SITE:

- Packing slip copied and emailed to:
IBCO Operations@phsa.ca
- Damage to the package? If yes, describe how many damaged and to what extent to:
IBCO Operations@phsa.ca

SECONDARY SITE:

Report the following to IBCO Operations@phsa.ca:

- Damage to vials. If yes, describe how many and to what extent.
- Missing vials. If yes, how many?

DRY ICE (Pfizer only): Sites requesting and receiving dry ice must [confirm the receipt of the product with the NOC](#).

DILUENT: Sites receiving diluent from the federal supply must inform IBCO Operations@phsa.ca if they do not receive their diluent/if the order arrives incomplete or damaged.

External Documentation

IBCO: Inform NOC of any issues with vaccine, or diluent (Pfizer only), via email to PHAC.vaccine.NOC-CNO.vaccin.ASPC@canada.ca with the following detail:

- Received with error (e.g. wrong quantity, temperature excursion, did not arrive on date requested);
- POU address;
- Purchase Order Number;
- Full details of error;
- Date of Receipt; and
- Time of Receipt

Any questions or requests for revision
of this document should be sent to
IBCOC_Operations@phsa.ca

List of Amendments

Date	Section	Description	Author