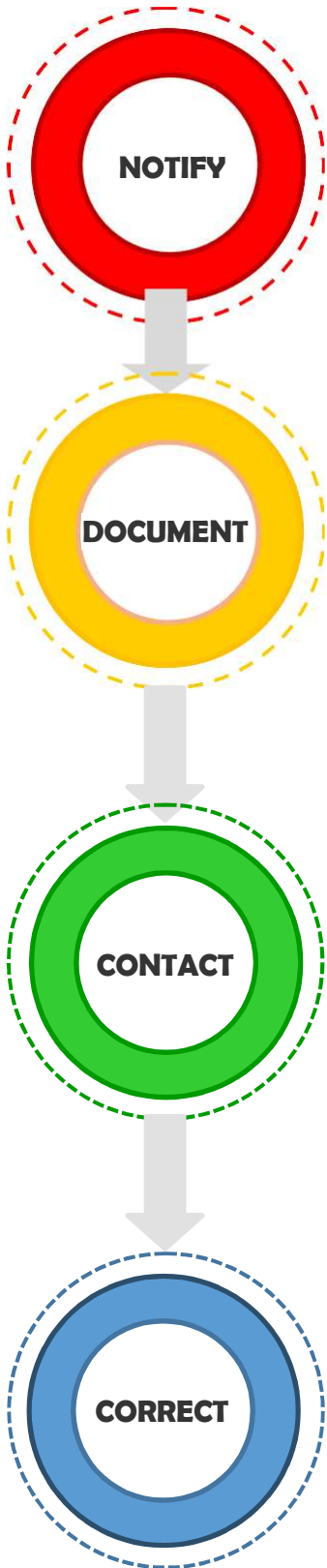


COVID-19 Vaccine Temperature Excursion Guide



Notify the primary or backup vaccine coordinator immediately if you discover a temperature excursion.

Label the affected vaccines “DO NOT USE” and note the date and length of time out of range on the vaccine box. Do not discard these vaccines or remove them from the storage unit or thermal shipping container.

Document the details of the temperature excursion including the:

- Date and time
- Storage unit temperature
- Description of the event
- Determine the length of time the vaccine has been out of range
- Inventory vaccines affected
- Name of the person completing the report

Contact the manufacturer directly. Be prepared to provide documentation and data logger data. Follow manufacturer guidance based on viability of vaccines.

If manufacturer guidance is unclear, contact the COVID-19 Vaccine Program at COVID.Vaccine@doh.wa.gov with the manufacturer results to determine next steps.

Manufacturer Contact Information		
Pfizer	800-666-7248	cvgovernment@pfizer.com
Moderna	866-663-3762	Email not available
Janssen	800-565-4008	jsscovidtempexcursion@its.jnj.com
McKesson	833-272-6634	snssupport@mckesson.com
Novavax	844-668-2829	Email not available

Determine and address what caused the temperature issue. Check the basics, including the power supply, the unit door, and thermostat settings.

If the excursion was the result of a temperature fluctuation, follow guidance on adjusting the storage unit temperature to the correct range.

If the thermometer failed, implement your back-up thermometer.

If the storage unit failed, implement your emergency plan.

To request this document in another format, call 1-800-525-0127. Deaf or hard of hearing customers, please call 711 (Washington Relay) or email civil.rights@doh.wa.gov.