

Become a COVID-19 Vaccine Depot



The Washington State Department of Health (DOH) needs your help! The Centers for Disease Control and Prevention (CDC) suggests about 60 percent of the weekly vaccine allocation should be distributed to private practices. However, providers continue to face challenges due to large minimum vaccine order sizes. DOH needs your help to serve as a COVID-19 vaccine depot in your area to support state-enrolled COVID-19 vaccine providers.

What is a vaccine depot?

Vaccine depots are locations that store vaccine for their area. Providers can order vaccine from a depot in smaller amounts than they can through the Washington State Immunization Information System (WAIS). This opportunity allows providers to get vaccine who otherwise wouldn't be able to due to package size quantity. It also limits how long the vaccine is in transit, which helps minimize the risk of waste.

What does a vaccine depot do?

Organizations who choose to become a vaccine depot will work with DOH to store and transfer the COVID-19 vaccine to providers in their area.

What are the requirements?

Both the vaccine depot and providers must:

- ✓ Be an [enrolled COVID-19 vaccine provider](#)
- ✓ Follow all [storage and handling processes](#) and maintain the cold chain of the vaccine
- ✓ Complete [inventory, administration, and wastage reporting](#)
- ✓ Report transferred doses in the WAIS and [VaccineFinder](#)

What are vaccine depots responsible for?

As a vaccine depot, you will:

- ✓ Receive and fulfill vaccine order requests for facilities within your area.
- ✓ Order and redistribute vaccine in smaller quantities to support smaller practices within your area.
- ✓ Have enough approved storage space for at least the minimum order size of the Pfizer COVID-19 vaccine (one tray of 75 multidose vials) and Moderna COVID-19 vaccine (one box of ten multidose vials).
- ✓ Track your vaccine inventory.
 - Keep separate inventories for your clinic's use and for redistribution to other locations. Clearly label your inventory in the storage units.
- ✓ List available doses on the [Vaccine Advertisement](#) page.
- ✓ Complete and submit a [redistribution agreement](#) to Covid.Vaccine@doh.wa.gov.

- ✓ Be available to conduct transfers on at least two business days each week, excluding state-observed holidays.
- ✓ Maintain cold chain and have appropriate transferring equipment on hand.
- ✓ Have a plan ready for [emergencies](#) such as power outages, severe weather, or natural disasters.
- ✓ Follow [CDC storage and handling requirements](#) when transferring and transporting vaccine.
- ✓ Report any lost (expired, spoiled, wasted) vaccine. See the [How to Report Wastage of the COVID-19 Vaccine guide](#) for more information.

What are providers responsible for?

All providers ordering vaccine from the depot are required to:

- ✓ Contact the depot 72 hours in advance and coordinate transport of the vaccine.
- ✓ Follow [vaccine transport guidance](#) if picking up from the depot.
- ✓ Schedule vaccine appointments and administer the vaccine.
- ✓ Maintain accurate inventory in the WAIS and [VaccineFinder](#).
- ✓ Report any temperature excursions that happen during transport. Follow the steps outlined in the [COVID-19 Vaccine Temperature Excursion guide](#) and contact the manufacturer to assess the viability of the vaccine. Report the excursion immediately to Covid.Vaccine@doh.wa.gov.

Manufacturer	Phone Number	Email Address
Pfizer customer service	1-800-666-7248	cvgovernment@pfizer.com
Moderna customer service	1-866-663-3762	Not available
Janssen (Johnson & Johnson) customer service	1-800-565-4008	jscovidtempexcursion@its.jnj.com
McKesson customer service	1-833-272-6634	snssupport@mckesson.com
Novavax customer service	1-844-668-2829	Not available

What is DOH responsible for?

- DOH will assist in the transfer process if a provider is unable to pick up vaccine from a depot site. Please contact us at Covid.Vaccine@doh.wa.gov within seven business days of the transfer.
- DOH will provide additional equipment to the vaccine depot if you are missing equipment and need it to stay in compliance with CDC guidelines. Please contact DOH at least 72 hours prior to the scheduled transfer.

How do I become a COVID-19 vaccine depot?

To become a vaccine depot, contact us at Covid.Vaccine@doh.wa.gov. Please include:

- A copy of your [redistribution agreement](#)
- Your current storage capacity for ultra-cold, frozen, and refrigerated vaccines
- A list of any supplies or financial support you would need from DOH to participate

See the [COVID-19 Vaccine Depot Checklist & Expectations guide](#) for more information on logistics and expectations. For additional assistance, email Covid.Vaccine@doh.wa.gov.



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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.