

COVID-19 Vaccine Transfer Process

Providers who are enrolled in the COVID-19 Vaccine Program can submit and receive online transfers of COVID-19 vaccine in the Washington State Immunization Information System (IIS).

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What do I do if I need to transfer vaccine?

Follow these steps if you need to transfer vaccine that is not at risk of expiring within 48 hours:

1. Create a listing of the vaccine you wish to transfer on the [Vaccine Advertisement Screen in the IIS](#).
2. In the comments field of the advertisement include the brand of the vaccine (Pfizer, Moderna, or Janssen) and if you can transport the vaccine safely.

If the vaccine expires in the next 48 hours, follow all the steps above and contact local COVID- 19 vaccine enrolled providers who can use the vaccine. Coordinate with your local health jurisdiction (LHJ) for assistance.

What do I do once I find a clinic to receive my extra COVID-19 vaccine?

1. Ensure that your site has a [redistribution agreement](#) in place.
2. Complete a [COVID-19 vaccine transfer request](#) in the IIS at least 24 hours before you want to move the vaccine. You cannot move vaccine without Transfer Request approval from DOH.
 - The Washington State COVID-19 Vaccine Program **must approve** all vaccine transfers before providers can exchange vaccine. You can view the status of your transfer request on the Create/View Orders screen in the IIS.
 - *In the event of emergency vaccine transfers (e.g. power outage), you do not need prior DOH approval.*
3. Familiarize yourself with the requirements for transporting vaccine on pages 53-54 of the [Centers for Disease Control and Prevention \(CDC\) Storage and Handling Toolkit](#).

4. Coordinate the transportation and receipt of vaccine with the receiving facility to make sure that cold chain is maintained. Either the facility (transferring or receiving) can physically transport the vaccine doses, depending on equipment availability.
 - Contact DOH at least one week in advance at covid.vaccine@doh.wa.gov if you need assistance coordinating transportation of vaccine. In your email, please include the product type, lot number, expiration date and time, and the number of doses.
5. Once DOH approves the transfer request, the receiving facility will complete the transfer in the IIS.
6. Remove listing from the [Vaccine Advertisement page](#).

What are my responsibilities as the transferring provider?

- Ensure a [redistribution agreement](#) is in place prior to the transfer occurring.
- Send the appropriate amount of ancillary kit supplies with the vaccine doses.
- Make sure to transfer the correct lot number and amount of vaccine.
- Report transferred doses in IIS and [VaccineFinder](#) as outlined in the [provider agreement](#).
- If you are the provider transporting the vaccine, make sure to maintain the cold chain during transport. If an excursion occurs, follow the steps outlined in the [COVID-19 Vaccine Temperature Excursion Guidelines](#).
 - Call the manufacturer to check the viability of the vaccine.
 - Then report the excursion 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 do I do if I need vaccine?

1. Check the [Vaccine Advertisement page](#) and contact providers with available doses in your region.
 - You can find facilities' contact information for facilities in the IIS [Vaccine Advertisement page](#).
2. Coordinate the transportation and receipt of vaccine with the receiving facility to make sure that cold chain is maintained. Either the facility (transferring or receiving) can physically transport the vaccine doses, depending on equipment availability.

How do I receive a transfer of vaccine from another COVID-19 provider?

You may receive a transfer of COVID-19 vaccine after seeing a transfer opportunity on the [Vaccine Advertisement page](#) or after another local provider contacts you. Follow these steps to receive a transfer of vaccine from another provider:

1. If you would like to receive vaccine listed on the Vaccine Advertisement page, contact the provider and ask them to initiate a vaccine transfer request in the IIS.
2. If you are contacted by a provider and are willing to receive their vaccine, the transferring provider will initiate a transfer request in the IIS.
3. Coordinate the transportation and receipt of vaccine with the receiving facility to make sure that cold chain is maintained. Either the facility (transferring or receiving) can physically transport the vaccine doses, depending on equipment availability.
 - If an excursion occurs during transport, follow the steps outlined in the [COVID-19 Vaccine Temperature Excursion Guidelines](#). Call the manufacturer to check the viability of the vaccine. Then report the excursion to COVID.vaccine@doh.wa.gov.
 - Contact DOH at covid.vaccine@doh.wa.gov at least one week in advance if:
 - You are unable to complete the transfer independently. **Note:** DOH is available to assist with vaccine transport for five or more vials of COVID-19 vaccine.
 - You need to borrow vaccine transport equipment.
 - You need additional assistance coordinating transportation of vaccine.
 - Please also contact DOH at covid.vaccine@doh.wa.gov if you need a smaller package size than the manufacturer or local depot offers and would be unable to vaccinate your patients without one.
4. Once DOH approves the request, the transfer will appear in your Inbound Transfers list in the IIS.
5. [Complete the transfer](#) in the IIS by marking the doses as “received.”

What are my responsibilities as the receiving provider?

- If you are the provider transporting the vaccine, make sure to maintain the cold chain during transport. If an excursion occurs, follow the steps outlined in the [COVID-19 Vaccine Temperature Excursion Guidelines](#).
 - Call the manufacturer to check the viability of the vaccine.
 - Then report the excursion to COVID.vaccine@doh.wa.gov.

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Novavax customer service	1-844-668-2829	Not available

- Check that ancillary kits and diluents, if applicable, arrived with the vaccine.
- Check the vaccine lot number matches the lot number in the IIS.

- Report number of doses received in IIS and VaccineFinder as outlined in the [provider agreement](#).
- Report all doses administered as outlined in the [provider agreement](#).

Resources

- [How to Search and Advertise Available COVID-19 Vaccine for Transfer](#)
- [Transfer and Redistribution Checklist](#)
- [Online Vaccine Transfers in the IIS](#)
- [COVID-19 Vaccine Temperature Excursion Guide](#)
- [CDC Storage and Handling Toolkit](#)
- [CDC Identification, Disposal, and Reporting of COVID-19 Vaccine Wastage](#)

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.