

# COVID-19 Vaccine Depots Checklist & Expectations



## Depots Checklist

Before you start your role as a COVID-19 vaccine depot, we ask that you take the following steps:

- Complete the [COVID-19 vaccine redistribution agreement](#)
- Review storage and handling requirements for all COVID-19 vaccines
  - [Pfizer-BioNTech COVID-19 Vaccine Emergency Use Authorization \(EUA\) Fact Sheet for Healthcare Providers](#)
  - [Pfizer-BioNTech COVID-19 Vaccine Storage and Handling Summary](#)
  - [Moderna COVID-19 Vaccine EUA Fact Sheet for Healthcare Providers](#)
  - [Moderna COVID-19 Vaccine Storage and Handling Summary](#)
  - [Novavax COVID-19 Vaccine EUA Fact Sheet for Healthcare Providers](#)
  - [Novavax COVID-19 Vaccine Storage and Handling Summary](#)
- Identify storage and handling needs (e.g. qualified pack-outs, data-loggers, dry ice, etc.)
- Request storage and handling needs from DOH. DOH can provide one-time support funding to help you get the equipment you need.
- Ensure your point of contact and COVID-19 vaccine delivery schedule are up to date in the Washington State Immunization Information System (WAIS). If you need to update them, please contact the provider support team at [Covid.Vaccine@doh.wa.gov](mailto:Covid.Vaccine@doh.wa.gov).

## Expectations

The Washington State Department of Health expects COVID-19 vaccine depots to:

- Respond to provider requests within 24 to 48 business hours and attempt to have a transfer process within 72 hours of receiving the request. We ask providers to allow you at least 72 hours' notice to give you time to restock your inventory if needed.
- Each transfer will consist of at least two vials of vaccine. You can assess requests for less than two vials on a case by case basis.
- Maintain an inventory of Pfizer and Moderna COVID-19 vaccines, but do not stock more than you expect to need for a 30-day period. Follow the [WAIS vaccine ordering guide](#) to submit a vaccine order.
- Be available to conduct transfers on at least two business days each week, excluding state-observed holidays.
- List available doses on the [Vaccine Advertisement](#) page of the WAIS. Any time you make a transfer, manually adjust the number of doses available in the WAIS.
- Initiate the transfer in the WAIS and coordinate transportation of doses with the requesting provider. See these resources for help:
  - [Vaccine Storage and Handling Toolkit](#)

- [COVID-19 Vaccine Transportation Guidance](#)
- [COVID-19 Vaccine Transfer Guide](#)
- If a provider is unable to complete the transfer, contact [COVID.vaccine@doh.wa.gov](mailto:COVID.vaccine@doh.wa.gov) for assistance.
- Accurately [record inventory in the WAIS](#).
- Rotate vaccine stock on a first in, first out basis to reduce vaccine wastage.
- Clearly label your vaccine inventory to mark which doses are available for redistribution and which are private inventory.
- [Report all temperature excursions](#).
  - Monitor COVID-19 vaccine temperatures with a digital data logger (DDL) during storage and transport. If the DDL shows the vaccines were out of temperature range, you may need to declare them as waste. **Contact the vaccine manufacturer for guidance prior to wasting vaccine.**
  - Report excursions to [COVID.vaccine@doh.wa.gov](mailto:COVID.vaccine@doh.wa.gov).

Manufacturer	Phone Number	Email Address
Pfizer customer service	1-800-666-7248	<a href="mailto:cvgovernment@pfizer.com">cvgovernment@pfizer.com</a>
Moderna customer service	1-866-663-3762	Not available
Janssen (Johnson & Johnson) customer service	1-800-565-4008	<a href="mailto:jscovidtempexcursion@its.jnj.com">jscovidtempexcursion@its.jnj.com</a>
McKesson customer service	1-833-272-6634	<a href="mailto:snsupport@mckesson.com">snsupport@mckesson.com</a>
Novavax customer service	1-844-668-2829	Not available

- Manage vaccine waste.
  - Dispose of COVID-19 vaccine waste in accordance with local regulations and processes for disposal of regulated medical waste. Additional guidance can be found on the [Department of Ecology's webpage](#).
  - Report any vaccine wastage to the WAIS by following the [How to Report COVID-19 Vaccine Wastage guide \(PDF\)](#).

If you need help, the Washington State Department of Health is available and committed to helping depots redirect vaccine throughout the state of Washington. Contact us at [Covid.Vaccine@doh.wa.gov](mailto:Covid.Vaccine@doh.wa.gov).



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