

# Vaccine and Biologics Return Policy and Procedure

## Public Health Branch

Date Updated: July 2016  
 Applicable to: All Immunization Providers

**Purpose:** This document outlines the policy and the procedures for returning publicly-funded Manitoba Health (MH) vaccines and biologics to the Provincial Vaccine Warehouse (PVW).

### Policy:

Publicly-funded vaccines and biologics from MH are to be returned to the PVW for potential cost recovery based on the following guidelines:

- Products that are to be returned to the PVW:
  1. All vaccines and biologics that have been deemed not usable after exposure to temperatures outside of 2-8°C and reported to MH using the *Cold Chain Failure Response Form and Procedure* located at <http://www.gov.mb.ca/health/publichealth/cdc/coldchain.html>.
  2. All vaccines and biologics that are in full or part packaging that have been expired for less than a year.
  3. All Influenza products must be returned to the PVW within 4 months after expiry.
- Products that are not to be returned to the PVW and should be disposed of in an appropriate biologics container:
  1. Any product that had not been provided by MH.
  2. All vaccines and biologics that have been expired for more than a year.
- The maintenance of cold chain for returns is not required, unless otherwise advised.

### Procedure:

For assistance with returning product back, contact the PVW at 204-948-1333 or toll-free 1-855-683-3306 or by email at [vacmda@gov.mb.ca](mailto:vacmda@gov.mb.ca).

- Each setting must complete a *Vaccine & Biologics Return Form* by following the instructions included on the form and include it with the product.
  - Clearly label the return package – RETURNS
- Returns can be sent back to the PVW based on the following schedule:
  - Within Winnipeg and in most Manitoba communities: once a month

- Remote northern communities including First Nations Inuit Health (FNIH): once every three (3) months
- For returns from locations within Winnipeg:
  - Returns can be provided to the delivery driver at the same time as when a new order is delivered (the delivery driver will ensure the returns are delivered to the PVW).
  - In certain circumstances where product is to be returned but no new order for product is needed, the PVW can be contacted to arrange for a driver to pick up the returns.
- For returns from immunization providers outside of Winnipeg:
  - Product to be returned can be kept in storage until an order is placed with the PVW.
  - When a new order is received, the shipping container, the packaging, and the cold chain monitor are to be returned to the PVW using the waybill that comes with the order. Place and secure the returns in that container with the temperature monitor and packaging and return it to the PVW as per the instructions provided.
  - If there is insufficient space in the shipping container, place the remaining product in other well-sealed boxes.
- For returns from immunization providers in northern and remote locations including FNIH:
  - Collect product to be returned in a box and keep in storage.
  - Indicate on a calendar the four times per year that returns will be processed and returned to the PVW (i.e. April, July, October, January).
- Contact the PVW for assistance in arranging the return using the appropriate transportation.
- Please ensure all returned products are secured within the return box.

**INSTRUCTIONS AND DEFINITIONS**

- Contact the Provincial Vaccine Warehouse at (204) 948-1333, Toll-Free 1-855-683-3306, or email at [vacmda@gov.mb.ca](mailto:vacmda@gov.mb.ca) to arrange for a return.
- “Quantity” must refer to the standard unit of measure – e.g. if the standard unit of measure is a package (pkg) of 10 vials and you are returning a pkg that has only 4 vials left, the return must be written as 1 pkg.
- Once the form(s) are completed include it with the returns package back to the Provincial Vaccine Warehouse.

<b>Client Identification Number:</b>			<b>Phone#</b>				
<b>Facility Name:</b>			<b>Address:</b>				
Product Description	Product Code	Quantity Returned	Reason Code	Product Description	Product Code	Quantity Returned	Reason Code
Act-Hib®	1715027			Menactra™	1715030		
Adacel® – 1 dose packs	1715016			Menjugate® with diluent	1715008		
Adacel® – 5 dose packs	1715054			Menomune®	1715031		
Adacel-Polio® -5 dose packs	1715050			Menveo™	1715063		
Agriflu®	1715007			Neisvac-C™	1715009		
Agrippal®	1715062			Pediacel®	1715001		
Boostrix®-10 dose packs	1715015			Pediacel® EU Label	1715076		
Boostrix-Polio® – 1 dose packs	1715056			Pentacel®	1715066		
Boostrix-Polio® – 10 dose packs	1715055			Pneumovax 23® - 1 dose pack	1715012		
Diluent for Varivax -1 dose pack	1715046			Pneumovax 23® - 10 dose packs	1715013		
Diluent for Varivax– 10 dose packs	1715047			Prenar®13	1715011		
Diluent for Priorix, Priorix Tetra, Varilrix – 10 dose pack	1715048			Prenar®7	1715052		
Engerix® -B 20ug/ml	1715022			Priorix®	1715010		
Flulaval®	1715061			Priorix Tetra®	1715040		
Flumist®	1715059			Quadracel®	1715002		
Fluviral®	1715006			Rabavert®	1715041		
Fluzone® QIV – 1 x 10 dose vial	1715072			Recombivax HB® pediatric 5ug/0.5ml	1715003		
Fluzone® QIV – 10 x PFS	1715073			Rotarix®	1715064		
GamaSTAN™ SD	1715028			Td Polio	1715053		
Gardasil® - 1 dose packs	1715004			Tetanus Diphtheria Adsorbed	1715014		
Gardasil® - 10 dose packs	1715005			Tubersol®	1715034		
Havrix™ 1440	1715021			Twinrix® Adult	1715024		
Havrix™720	1715020			Twinrix® Junior	1715023		
Hiberix®	1715078			Vaqa® pediatric	1715019		
HyperHep B™ 0.5ml	1715025			Vaqa® adult	1715070		
HyperHep B™ 5ml	1715026			Varilrix® - 10 dose packs	1715049		
HyperRab™	1715035			Varivax III® - 1 dose pack	1715017		
HyperTet™ S/D	1715033			Varivax III® - 10 dose pack	1715018		
Imovax® Polio	1715029			Vaxigrip ®	1715051		
Imovax® Rabies	1715032			Tamiflu® 30mg	1715057		
INFANRIX-IPV/Hib®	1715058						
Influvac®	1715060						
<b>Comments (if any):</b>			<b>Received by:</b>			<b>Received Date:</b>	
			<b>Reason Codes:</b> A. Recall B. Picking Error C. Expired D. Ordered in Error E. Product Complaint F. Cold Chain Exposure G. Excess Stock H. Other			<b>Outcome Codes:</b> A. Destruction B. Return to Manuf,	
<b>PVW Returns Clerk:</b> (sign and date)			<b>PVW QA:</b> (sign and date)				