COVID-19 Vaccine
Post-Arrival Documentation & Administration Protocols

Definitions

**Primary sites:** sites receiving vaccine directly from the manufacturer.

**Secondary sites:** sites receiving vaccine moved in the custody of the province/health authority

**IBCOC:** Immunize BC Operations Centre

**NOC:** National Operations Centre

Internal Documentation

**PRIMARY SITE:**
- Packing slip copied and emailed to: [IBCOC_Operations@phsa.ca](mailto:IBCOC_Operations@phsa.ca)
- Damage to the package? If yes, describe how many damaged and to what extent to: [IBCOC_Operations@phsa.ca](mailto:IBCOC_Operations@phsa.ca)

**SECONDARY SITE:**
Report the following to [IBCOC_Operations@phsa.ca](mailto:IBCOC_Operations@phsa.ca):
- Damage to vials. If yes, describe how many and to what extent.
- Missing vials. If yes, how many?

**DRY ICE (Pfizer only):** Sites requesting and receiving dry ice must confirm the receipt of the product with the NOC.

**DILUENT:** Sites receiving diluent from the federal supply must inform [IBCOC_Operations@phsa.ca](mailto:IBCOC_Operations@phsa.ca) if they do not receive their diluent/if the order arrives incomplete or damaged.

External Documentation

**IBCOC:** Inform NOC of any issues with vaccine, or diluent (Pfizer only), via email to [PHAC.vaccine.NOC-CNO.vaccin.ASPC@canada.ca](mailto:PHAC.vaccine.NOC-CNO.vaccin.ASPC@canada.ca) with the following detail:

- Received with error (e.g. wrong quantity, temperature excursion, did not arrive on date requested);
- POU address;
- Purchase Order Number;
- Full details of error;
- Date of Receipt; and
- Time of Receipt
List of Amendments

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Any questions or requests for revision of this document should be sent to IBCOC_Operations@phsa.ca