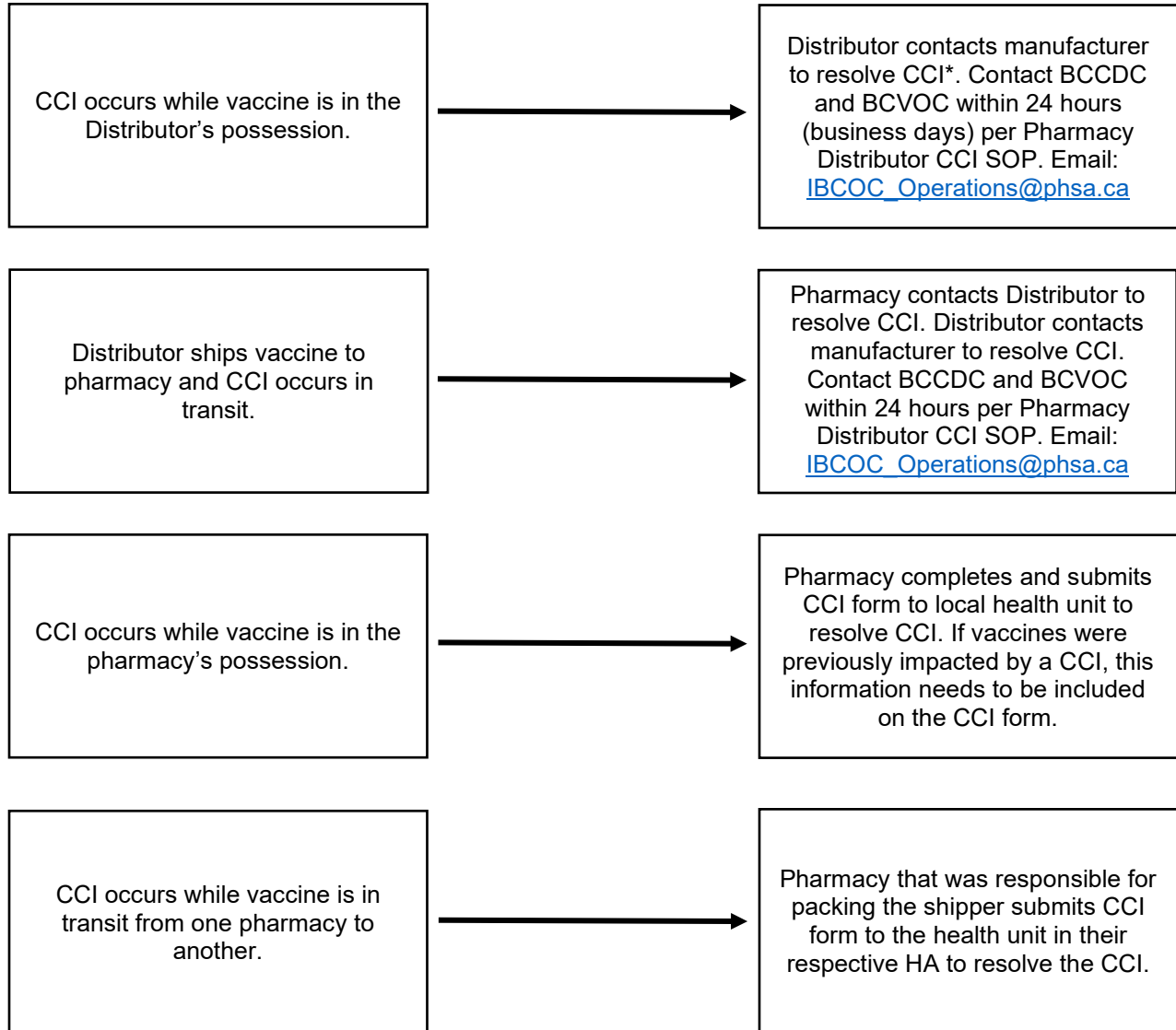


## Cold Chain Incident (CCI) Process for Publicly Funded Influenza and COVID-19 Vaccines: Pharmacy Distributors and Pharmacies

### Cold Chain Incident Origin

### Action Required



\*If the manufacturer's release conditions specify that products should be marked or identified following a cold chain break it is up to the Pharmacy Distributor to ensure that this condition is met. This may require "dotting" or a physical identifier, in addition to communication to all end users that receive impacted product.

Communication from the pharmacy distributor should include excursion incident details and instructions for any subsequent excursions. These details include: date(s) of temperature excursion(s), supplier-labeled lot and expiry date of impacted product, maximum/minimum temperature reached, maximum excursion duration, and details of any physical CCI-noted identifiers.

For more information refer to the BC Pharmacy Association's "[Reporting Cold Chain Incidents](#)" (log-in required, individuals can [register](#) for free).