

# Vaccine Temperature Incident Information

## with Manufacturer Quality Control Contacts

As soon as out-of-range temperatures are detected, the following steps need to be taken:

1. Remove and quarantine the vaccines in a stable, in-range temperature environment.
2. Record the time and temperature information of that environment.
3. Contact the Idaho Immunization Program (IIP) at (208) 334-5931.
4. Follow the steps recommended by the IIP.

**If vaccine manufacturers are contacted please let the IIP know the recommendations.**

Always return expired or wasted vaccine to McKesson. Complete a McKesson Vaccine Return Form and submit a copy to the IIP. Contact the IIP to request a return label. After the label has been received place a copy of the form inside the container with the vaccine.

Manufacturer / Distributor Websites	Telephone / Email	Products
Centers for Disease Control and Prevention <a href="http://www.cdc.gov/ncidod/srp/drugs/drug-service.html">www.cdc.gov/ncidod/srp/drugs/drug-service.html</a> <a href="http://www.cdc.gov/laboratory/drugservice/index.html">http://www.cdc.gov/laboratory/drugservice/index.html</a>	404.639.3670 <a href="mailto:drugservice@cdc.gov">drugservice@cdc.gov</a>	Distributor for diphtheria antitoxin, VIG, and smallpox vaccine
GlaxoSmithKline (GSK) <a href="http://www.gskvaccines.com">http://www.gskvaccines.com</a>	866.475.8222	DTaP, DTaP-HepB-IPV, DTaP-IPV, HepA, HepB, HepA-HepB, HPV2, RV1, Tdap, TIV
Massachusetts Biological Labs <a href="http://www.umassmed.edu/massbiolabs/index.aspx">http://www.umassmed.edu/massbiolabs/index.aspx</a>	617.474.3000	IGIM, Td, TT
MedImmune <a href="http://www.medimmune.com">http://www.medimmune.com</a>	877.633.4411 <a href="mailto:medinfo@medimmune.com">medinfo@medimmune.com</a>	LAIV
Merck & Co., Inc. <a href="https://www.merckvaccines.com">https://www.merckvaccines.com</a>	800.637.2590	HepA, HepB, Hib, Hib-HepB, HPV4, MMR, MMRV, PPSV23, Td, TIV, VAR, ZOS
Biotest Pharmaceuticals <a href="http://www.biotestpharma.com/products/nabiHB.html">http://www.biotestpharma.com/products/nabiHB.html</a>	800.458.4244 <a href="mailto:ma@biotestpharma.com">ma@biotestpharma.com</a>	HBIG
Novartis <a href="http://www.novartisvaccines.com/us/index.shtml">http://www.novartisvaccines.com/us/index.shtml</a>	877.683.4732 <a href="mailto:vaccineinfo.us@novartis.com">vaccineinfo.us@novartis.com</a>	TIV
Pfizer/Wyeth <a href="http://pfizerpro.com">http://pfizerpro.com</a>	800.438.1985	PCV13
Sanofi Pasteur <a href="https://www.vaccineshoppe.com">https://www.vaccineshoppe.com</a>	800.822.2463	DT, DTaP, DTaP-IPV-Hib, Hib, IPV, MCV4, MPSV4, Rabies, RIG, Td, Tdap, TIV, TT
Talecris Biotherapeutics <a href="http://www.talecris.com/talecrisbiotherapeutics-us-home.htm">http://www.talecris.com/talecrisbiotherapeutics-us-home.htm</a>	800.520.2807 <a href="mailto:talecris@medcomsol.com">talecris@medcomsol.com</a>	HBIG, IGIM, RIG, TIG