

15 August 2022 – Incorrect Details on the Vaccine Clinic Finder (VCF) | AstraZeneca | Reporting Requirements | Updates to Thawed Vaccine Labelling | Inadvertent Booster Doses Given to 5-12 Years of Age Cohort | Changes to Vaccine Operations Centre (VOC) Hours

Dear Service Provider,

This email provides information from the COVID-19 Taskforce (Taskforce) about a range of matters relevant to participating pharmacies in the COVID-19 Vaccination in Community Pharmacy (CVCP) Program, as follows:

- Incorrect Details on the Vaccine Clinic Finder (VCF)
- AstraZeneca
- Reporting Requirements
- Updates to Thawed Vaccine Labelling
- Inadvertent Booster Doses Given to 5-12 Years of Age Cohort
- Changes to Vaccine Operations Centre (VOC) Hours.

Incorrect Details on the Vaccine Clinic Finder (VCF)

- The Taskforce continues to hear from consumers about vaccine providers who are showing incorrect or out-of-date information on the Vaccine Clinic Finder (VCF).
- For example: A person uses the VCF to find nearby providers that administer their preferred vaccine. The person calls to make an appointment. The provider advises they aren't offering that vaccine type anymore.
- People rely on the VCF to find and book COVID-19 vaccinations. It is crucial that pharmacies provide up to date and accurate information.
- If you have ceased administering a vaccine type, you must log in to **VCF Connect** and update your service details. Keeping your details up to date is a mandatory requirement of the vaccine program.
- Thank you to those who have been keeping your details up to date on the VCF.
- For any questions about how to use VCF Connect, email CV19.Products@health.gov.au or call 1800 316 375.

AstraZeneca

- The use of AstraZeneca (AZ) has declined throughout the pandemic as other vaccines have become more widely available. AZ is now predominantly used for patients where there is a contraindication to an mRNA vaccine (Pfizer and Moderna).



- While there are a limited number of sites placing orders for AstraZeneca, there are still a large number of sites on board for AZ in both CVAS and VCF. To make it easier for consumers to determine if a site is still administering AZ, the Taskforce will undertake a process where they will **withdraw** sites from **CVAS** and **VCF** for AZ if they have no pending AZ orders and:
 - Have no stock on hand i.e. reported 0 stock
 - Have never submitted a stock form for AZ
 - If you fall into this category but do not wish to be withdrawn for AZ, please contact the Vaccine Operations Centre (VOC) on 1800 318 208.

Reporting Requirements

- As a requirement for participating in the COVID-19 vaccination program, all sites are required to complete Delivery Acceptance, Stock Management reporting and report all vaccine wastage. The Taskforce wishes to thank pharmacists for completing these important reports and remind you of the requirements in place.
- Completion of this reporting in CVAS provides the Taskforce with consistent quality data, allowing for a wholistic understanding of stock located at all participating sites across the country and equitable distribution of vaccine stock where it is most needed.
- Reporting Deadlines:
 - Delivery Acceptance is due on the day of receiving your vaccine delivery, and Stock Management reports are due every week no later than 9pm Friday local time.
 - Any wastage under the threshold (10 vials at one time) in one incident should be reported in your weekly Stock Management Report.
 - Any major wastage events (10 or more vials at one time) must be reported in a major wastage form on the COVID-19 Vaccine Administrative System (CVAS) within 2 hours of the incident. This report will need to be linked to your next weekly Stock on Hand Report.
 - In line with reporting requirements, CVAS now requires all sites to have completed their most recent Stock Management report in CVAS prior to placing their next order.
 - Should you have any difficulties or are unable to access the system please contact the Vaccine Operation Centre (VOC) on 1800 318 208.

Updates to Thawed Vaccine Labelling

- New labels are being introduced for the mRNA-based Comirnaty (Pfizer) and Spikevax (Moderna) vaccines from the week **commencing 15 August 2022**.

- This is due to the recent increase in vaccine administration errors (VAEs) where health professionals are administering vaccines **after** the thaw use-by date, but **before** the batch expiry date. The new labels aim to reduce the risk of VAEs and to ensure patients are not vaccinated with expired vaccines.
- The new labels will include a thaw "USE BY" date. The **earliest** of the thaw use-by date and the batch (manufacturer) expiry is considered as the "USE BY" date. This should include all TGA approved shelf-life extensions. The calculated "USE BY" date is to be marked on the labels.
- Pfizer 12 years+ (Purple) and all Moderna vaccines remain subject to 12 hours transit time from when thawed.

Foam Split Pack Vial Trays

- The new thawed labels will be applied to the following foam split pack vial trays:

<p>Pfizer 12 years+ (Purple) The USE BY date is the earliest of:</p> <ul style="list-style-type: none"> • Thaw date + 31 Days or • Manufacturer expiry date including any extensions in shelf life 	<p>Pfizer 12 years+ (Purple) Batch No: _____</p>	
	Defrost date	17/06/2022
	USE BY:	17/07/2022
	<p>Store at 2°C to 8°C and protected from light. Dilute before use. DO NOT RE-FREEZE</p>	

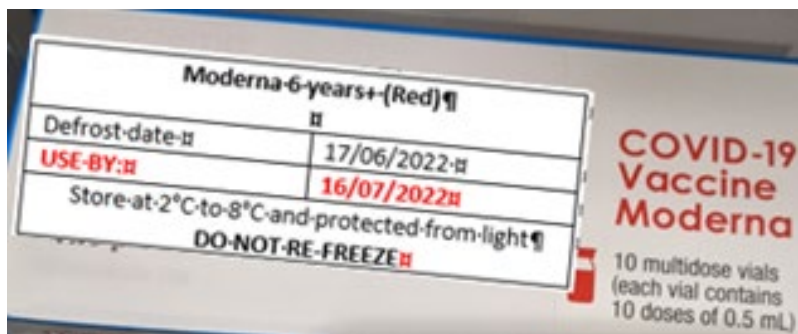


Complete Packs

- The new thawed labels will be applied be placed on the top of complete packs of vaccines:



Moderna 6 years+ (Red) The USE BY date is the earliest of: <ul style="list-style-type: none">• Thaw date + 30 Days or• Manufacturer expiry date including any extensions in shelf life	Moderna 6 years+ (Red)	
	Defrost date	17/06/2022
	USE BY:	16/07/2022
	Store at 2°C to 8°C and protected from light. Dilute before use. DO NOT RE-FREEZE	



Inadvertent Booster Doses Given to 5-12 Years of Age Cohort

- A number of Vaccine Administrations Errors (VAEs) have been reported to the Vaccine Operations Centre (VOC) where booster doses have been administered to children between 5 to <12 years of age.
- The Australian Technical Advisory Group on Immunisation (ATAGI) [recommends](#) a single COVID-19 vaccine booster dose for people aged 16 years or older who have completed their primary course three or more months ago.
- Adolescents aged 12-15 years in the following group who have completed their primary course three or more months ago may also receive a booster:
 - those who are severely immunocompromised
 - those who have a disability with significant or complex health needs
 - those who have complex and/or multiple health conditions that increase the risk of severe COVID-19.
- Booster doses are currently not recommended for individuals who are not specified in the above groups and for children 5 to <12 years of age. See ATAGI [recommendations](#) on first booster dose in adolescents aged 12-15 years:

To ensure that the vaccines are given safely and to the right cohort, the vaccine provider must:

1. Remain up to date with the [current ATAGI recommendations](#).

2. Check Australian Immunisation Register (AIR) **before administering** every COVID-19 vaccine
3. Verify patient's eligibility before the administration of vaccine
4. Check if it's the correct vaccine for the individual patient cohort
5. Check if it's for the right age group

When a VAE occurs, the recipient (parent/carer) should be informed (open disclosure).

All VAEs should be reported to your State or Territory health department or directly to TGA and the Vaccine Operations Centre (VOC) on 1800 318 208. The VOC is also available to provide advice regarding VAEs.

Changes to Vaccine Operations Centre (VOC) Operating Hours

- Over the past months the Vaccine Operations Centre (VOC) has seen a reduction in calls at the start of day (7am-8:30am) and on weekends, particularly Sundays.
- Following consultation with internal and external stakeholders, from **Monday 15 August 2022**, the VOC operating hours will change. There will be no change to VOC closing times.
- The Taskforce is currently updating the CVAS banner, Get Help page and the VOC 1800 318 208 IVR messages to advise vaccine administrators of the new hours.

Current VOC Operating Hours until 14 August		New VOC Operating Hours from 15 August	
Monday - Thursday	7am - 8pm AEST	Monday - Thursday	8.30am - 8pm AEST
Friday	7am - 9pm AEST	Friday	8.30am - 9pm AEST
Saturday	8am - 7pm AEST	Saturday	8.30am - 7pm AEST
Sunday	8am - 7pm AEST	Sunday	CLOSED

You can also contact the VOC via COVID19VaccineOperationsCentre@Health.gov.au and on 1800 318 208 during the above operating hours.

Kind regards,

Pharmacy Programs Administrator