



**Indiana**  
Department  
of  
**Health**

# **VACCINE PROVIDER PLAYBOOK**

## **PRIMARY CARE**

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Indiana Department of Health

May 2021

## Introduction

The Indiana Department of Health has developed a process for primary care providers in Indiana to order vaccine directly for in office patient administration. The playbook will guide interested participants through the process of becoming an enrolled provider, ordering vaccine, receiving and storing vaccine, and administering vaccine to their patients. Physicians who have additional questions while reviewing the information in this document are encouraged to reach out to the IDOH point of contact identified in the table below:

Point of Contact Information		
	Name	Email
Primary	Katie Lamoreaux	KLamoreaux@isdh.IN.gov
Secondary	Gina Bindley	GBindley@isdh.in.gov

## Vaccine Provider Process

### Step 1: Provider Enrollment

Before receiving COVID-19 vaccine, providers must enroll to receive and administer COVID-19 vaccine. Provider enrollment is mandated by the federal government. IDOH has developed an electronic COVID-19 vaccination provider agreement form. This form can be completed at <https://eportal.isdh.in.gov/CovidProviderEnrollment/>. The linked portal also collects information required by the Centers for Disease Control and Prevention (CDC).

### Step 2: Vaccine Scheduling and Reporting

Providers are expected to schedule and report COVID-19 vaccine administration through their own EMR system. If your EMR does not have a bi-directional interface with the Children and Hoosier Immunizations Registry Program (CHIRP) you must contact your primary point of contact at IDOH (identified in the table above) to ensure your data is being correctly recorded. Due to regulations surrounding the COVID-19 vaccine, vaccine administration must be entered in CHIRP regardless of age.

Providers should not order vaccine through the Indiana Immunization Information System (IIS). Ordering will be done through REDCap as explained in the next section of this document.

### Step 3: Vaccine Ordering

Vaccine ordering will occur weekly through a REDCap survey that should only be filled out by providers who have enrolled as a provider through the portal. The survey will require providers to input their PIN,

contact information and how much vaccine they would be requesting for the following week. Providers will have until 9 a.m. EDT Wednesday to submit the survey. IDOH will then order the requested vaccine through VOMS. Providers should expect to receive their vaccine no later than noon EDT on the following Wednesday. Ancillary supplies (including diluent in the case of the Pfizer vaccine) will be delivered with the vaccine shipment. See below for a sample cadence of vaccine requests and delivery:

Vaccine Ordering Cadence						
Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Vaccine Provider Inventory Request Survey Open		Survey due at 9AM		Vaccine Provider Inventory Request Survey Open		
Vaccine Provider Inventory Request Survey Open		Survey due at 9AM				
		Vaccine Shipment Arrival by 12 PM				

Providers will, by default, receive Pfizer vaccine. The minimum order is 60 doses (10 vials=6 doses per vial), and any additional requested doses will be in increments of 60. Concerns about wastage or inability to utilize 6 doses is explained in further sections. Requests for other types of vaccines should be discussed with your primary contact.

The weekly REDcap survey link to order Pfizer vaccine is located below:

<https://redcap.isdh.in.gov/surveys/?s=CJCYTKF84Y>

This link will not change and must be filled out by 9 a.m. EDT on Wednesday every week in order to receive vaccine by the following Wednesday. If providers do not wish to request additional vaccine, they do not need to fill out the survey.

#### Step 4: Second Dose Scheduling

Providers must schedule patients for second doses at their facility when administering the first dose of either the Pfizer or Moderna vaccines. The table below describes the CDC recommended dose windows for the COVID-19 vaccines. It is highly recommended that second doses occur within these windows for maximum efficacy.

Second Dose Windows		
Pfizer	Moderna	Johnson & Johnson (Janssen)
21 – 42 Days	28 – 42 Days	single-dose only

## Additional Information

### Resources

Ancillary supplies will be included with the vaccine. You will receive a complementary amount that matches amount of vaccine that you are requesting. The ancillary supplies will be shipped directly to you. Provided ancillary supplies will not include gloves, Band-Aids and sharps containers. Please see attached *CDC Product Information Guide for COVID-19 Vaccines and Associated Supplies*.

### Storage and Handling



Division of  
**Immunization**

Indiana Department of Health  
Immunizations Division  
**COVID-19 Vaccine Storage Temperature Requirements**

#### Temperature Monitoring Guidelines:

1. Check and record the min/max temperatures of the storage units each day using a temperature monitoring device.
2. If your temperature monitoring device does not automatically record min/max temperatures, record the temperature at the start and end of each workday.

#### Pfizer-BioNTech COVID-19 Vaccine Storage Temperature Requirements

<p style="text-align: center;"><b>Frozen Storage</b></p> <ul style="list-style-type: none"> <li>• Vials stored at -25°C to -15°C (-13°F to 5°F) for up to 2 weeks may be returned one time to the recommended storage condition of -80°C to -60°C (-112°F to -76°F).</li> <li>• Total cumulative time the vials are stored at -25°C to -15°C (-13°F to 5°F) should be tracked and should not exceed 2 weeks.</li> </ul>	<p style="text-align: center;"><b>Ultra-Cold Storage</b></p> <ul style="list-style-type: none"> <li>• Store as frozen liquid at -80°C to -60°C for up to 6 months.</li> <li>• Storage of the vials between -96°C to -60°C (-141°F to -76°F) is not considered an excursion from the recommended storage condition.</li> </ul>
<p style="text-align: center;"><b>Refrigerator Storage</b></p> <ul style="list-style-type: none"> <li>• Can be stored at 2°C to 8°C (35°F to 46°F) up to 5 days.</li> <li>• Room temperature hold time is no more than 2 hours.</li> <li>• Thaw from frozen for 3 hours at 2°C to 8°C (35°F to 46°F) or 30 minutes at room temperature for immediate use.</li> <li>• Post dilution in use period is 6 hours.</li> </ul>	<p style="text-align: center;"><b>Room Temperature Storage</b></p> <ul style="list-style-type: none"> <li>• No more than 2 hours</li> </ul>
<b>Thawing Options</b>	
<p><i>Option 1</i></p> <ul style="list-style-type: none"> <li>• Transfer frozen vials immediately to refrigerator, and thaw for 3 hours at 2°C to 8°C (35°F to 46°F).</li> <li>• Vials may be stored in refrigerator for up to 5 days or 120 hours before dilution.</li> </ul>	<p><i>Option 2</i></p> <ul style="list-style-type: none"> <li>• Thaw at room temperature for 30 minutes if using immediately.</li> <li>• Vials may be held at room temperature for no more than 2 hours prior to dilution.</li> </ul>
<b>DO NOT REFREEZE THAWED VIALS</b>	

## Wastage

It is expected that there will be times when doses from a vial are wasted in order to vaccinate a few individuals. Wastage should be avoided if possible, but please administer to anyone who wants the vaccine. We encourage you to take every opportunity to vaccinate, even if the rest of the vial may not be used. In the case of vaccine wastage, you will need to fill out the [vaccine wastage form](#).

## Communications

The Indiana Department of Health has created a [provider toolkit](#) to help you communicate with patients regarding COVID-19 vaccination.

The toolkit includes:

- Vaccine posters for waiting areas and exam rooms (English/Spanish)
- After Vaccination Palm Cards with post-vaccination information on all three vaccine types in English/Spanish
- Vaccine hesitancy information: Includes sample communication, tips and other resources
- How to talk to patients
- Youth fact sheet for families with children ages 12-15
- Vaccine effectiveness in Indiana one-sheeter for patients

## Adverse Reactions

In the case of an adverse reaction, vaccine recipients and healthcare providers are encouraged to report vaccine reactions to the Vaccine Adverse Event Reporting System (VAERS). VAERS accepts and analyzes reports of adverse events (possible side effects) after a person has received a vaccination. Anyone can report an adverse event to VAERS. Healthcare professionals are required to report certain adverse events and vaccine manufacturers are required to report all adverse events that come to their attention.

Providers can also encourage vaccine recipients to sign up for V-safe, a smartphone-based tool that uses text messaging and web surveys to provide personalized health check-ins after someone receives a COVID-19 vaccination. Through v-safe, vaccine recipients can quickly tell CDC if they have any side effects after getting the COVID-19 vaccine. Depending on their responses, CDC may follow up with them by phone to get more information. V-safe will also remind them to



**Get vaccinated.  
Get your smartphone.  
Get started with v-safe.**



Use your smartphone to tell CDC about any side effects after getting the COVID-19 vaccine. You'll also get reminders if you need a second vaccine dose.

When you get your COVID-19 vaccination, ask your healthcare provider about getting started with v-safe

Learn more about v-safe  
[www.cdc.gov/vsafe](http://www.cdc.gov/vsafe)



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get their second COVID-19 vaccine dose, if needed. CDC is requesting that healthcare providers give patients a V-safe information sheet at the time of vaccination and encourage them to enroll and fill out the surveys when prompted to do so. Vaccinated individuals should register online at <https://vsafe.cdc.gov/>.

### **Next Steps**

In the future, IDOH plans to move the majority of distribution and ordering vaccines to Langham Logistics. This will ensure that the process is sustainable and as efficient as possible. This process is still under development – IDOH will provide further information as the situation develops.

For additional information, including clinical resources, please visit <https://www.cdc.gov/vaccines/covid-19/info-by-product/index.html>

***Information Attached: CDC Product Information Guide for COVID-19 Vaccines and Associated Supplies***