



**Department  
of Health**

## **NYS Vaccines for Children (VFC) Program Training Series**

### **15: Vaccine Disposal and Returns**

New York State Department of Health  
Bureau of Immunization

Hello and welcome.

This training is intended to provide guidance to NYS Vaccines for Children (VFC) providers on disposing of and returning publicly-funded vaccine.

This training does not include information on using the New York State Immunization Information System (or NYSIIS) to manage returns and wastage transactions. NYSIIS offers user trainings separately. Please visit the resources slide at the end of this training to access those trainings.

# NYS VFC Program Requirements: Vaccine Disposal/Returns

Primary and backup vaccine coordinators are responsible for the following disposal/returns activities:

- Removing non-viable vaccine from storage units
- Reporting all non-viable vaccine in NYSIIS at least monthly
- Returning publicly-funded expired or spoiled vaccine to distributor on a monthly basis
  - Not all vaccine should be returned but all must be reported

Non-viable vaccine is expired, spoiled or wasted



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The vaccine coordinator and backup coordinator at each VFC provider office are responsible for removing non-viable vaccine from storage units so that they are not inadvertently used.

The coordinator is also responsible for reporting non-viable, publicly-funded vaccine (including childhood vaccines for VFC, Child Health Plus and underinsured patients) in NYSIIS on at least a monthly basis.

Vaccine coordinators are responsible for returning spoiled or expired product in its original vial or prefilled syringe to the Centers for Disease Control and Prevention (or CDC's) centralized distributor, McKesson Specialty. Vaccine should be returned on at least a monthly basis when an inventory check is done.

Not all vaccine will need to be returned but all must be reported.

## Definitions

**Non-viable**: vaccine that can no longer be used for *any* reason including: expiration, spoilage due to temperature excursion, vaccine that has been opened/damaged (e.g., broken syringe, vaccine that was drawn up but not administered, etc.).

- **Expired** –vaccine with an expiration date that has passed
- **Spoiled** – vaccine exposed to inappropriate storage conditions and has been deemed nonviable by the product manufacturer.
- **Wasted** – nonviable vaccine not eligible to be returned and was discarded (e.g., broken vial/syringe, dose drawn up but not used)



The following terms are important to know when understanding the returns and disposal process.

Nonviable vaccine is vaccine that can no longer be used for any reason including: Expiration, spoilage due to a temperature excursion, vaccine that has been opened or damaged and discarded (i.e., a broken vial, vaccine that was drawn up but not used).

The definition of expired is any vaccine that is past its expiration date.

Spoiled vaccine is vaccine that has been exposed to inappropriate storage conditions and has been deemed nonviable by the product manufacturer.

Wasted vaccine is nonviable vaccine that was not eligible to be returned and was discarded. Examples of wasted vaccine include but aren't limited to, a broken vial/syringe, a dose that was drawn up but not used or an open multi-dose vial that is expired or spoiled.

## Return or Discard?

### Return

Unopened vaccine vials and/or pre-filled syringes that have:

- Expired
- Spoiled
- Recalled by the manufacturer

### Discard (Waste)

Open or damaged intact vaccine vials and pre-filled syringes including:

- Used syringes (with or without needles)
- Syringes that were drawn up but not administered
- Non-vaccine products (IG, HBIG, PPD)
- Expired and viable diluent
- Expired or spoiled multi-dose vials that are opened (e.g., an IPOL vial with <10 doses remaining)

Privately funded vaccine and viable publicly-funded vaccine is not eligible to be returned to McKesson.



Not all publicly-funded vaccines should be returned to the distributor. Some products should be discarded. The general rule for vaccine to be returned or discarded refers to the state of the vial or syringe.

Nonviable vaccine vials and syringes that are UNOPENED and intact should be returned to the CDC's Centralized Distributor, McKesson Specialties, for federal excise tax credit. Some examples of returnable vaccine include vaccine vials and/or pre-filled syringes that have expired or spoiled because of exposure to inappropriate temperature or vaccine that has been recalled by the manufacturer, although this is uncommon.

Nonviable vaccine vials and syringes that have been opened and syringes that are damaged are not eligible to be returned and should be discarded as medical waste and reported in NYSIIS. Some examples of vaccine that should be discarded include:

Used syringes (with or without needles)

Syringes that were drawn up but not administered

Non-vaccine products (some examples would be IG, HBIG, PPD)

All diluent, including viable diluent (because diluent has no excise tax, it doesn't need to be returned) AND

Opened/entered multi-dose vials that are expired or spoiled (e.g., a vial of IPOL vial < 10 doses remaining).

Privately funded vaccine and publicly-funded vaccine that is viable is not eligible to be returned to McKesson.

## Multi-dose Vials

1. Open multi-dose vials of vaccine that are expired or spoiled (or multi-dose vials with some doses withdrawn) are **not eligible** to be returned
2. Unopened multi-dose vials of vaccine that are expired or spoiled **are eligible** to be returned
3. Examples:
  - A vial of IPOL that is expired or spoiled and has been entered/had some doses withdrawn (# of doses remaining < 10) is considered waste and should be discarded.
  - A vial of IPOL that is expired or spoiled but is unopened (# of doses remaining = 10) can be returned



Multi-dose vials of vaccine that are expired or spoiled that are opened or have had some doses withdrawn, are not eligible to be returned.

Unopened multi dose vials of vaccine that are expired or spoiled are eligible to be returned.

A vial of IPOL that is expired or spoiled and has been entered/or had some doses withdrawn, or has less than 10 doses, is considered waste and should be discarded while

a vial of IPOL that is expired or spoiled but is unopened, or has equal to 10 doses, can be returned. A good rule of thumb is that you will never return a multi-dose vial with a quantity that ends with anything other than zero since IPOL is a 10 dose vial and is the only multi-dose vial provided by the VFC program.

## Procedure for Returning Vaccine

### 1. Label nonviable vaccine “DO NOT USE” and put in box.

–no ice packs or original packaging needed

### 2. Submit a Returns/Wastage Request in NYSIIS.\*

–NYS VFC approves and forwards to CDC  
within 1-2 business days.

–returns automatically decremented in NYSIIS

### 3. Tape return label on each box.

pack return request & extra return labels inside of box

### 4. UPS will pick up box(es) during next service visit.

do not schedule a pickup

use UPS drop box if your office has no UPS service

### 5. Mark the item as “SHIPPED” in NYSIIS.

#### CALL VFC IF RETURN LABELS ARE NOT:

Emailed in 2 business days  
(also check spam for email  
from [pkginfo@ups.com](mailto:pkginfo@ups.com))

Mailed after 7 business days

\*See Resources section for information on additional NYSIIS User Trainings.



Expired and spoiled vaccine vials and syringes that are unopened and not damaged can be returned to McKesson Specialties. The procedure is as follows:

First, remove the nonviable vaccine from the storage unit, label it “Do Not Use,” , and put it in a box. You can reuse the vaccine shipping containers that you received with your vaccine delivery or any sturdy office box. There’s no need to pack the vaccine with ice packs, and it’s acceptable to send the vials and syringes without the original packaging if you don’t have these.

Next, submit a Returns/Wastage Request in NYSIIS. Your request will be approved by NYS VFC staff and sent to the CDC within 1-2 business days, and your inventory is decremented automatically.

You should receive return labels from McKesson. If you chose to have the label emailed to you, allow up to 1-2 business days to receive the labels from the time you submitted the request. If you don’t receive the label, check your spam or junk email folder and/or contact the NYS VFC Program for assistance. Mailed labels take an additional 3-5 business days to process. Contact VFC if you don’t receive the mailed label within 7 business days.

After you’ve received the label, tape one label on each box. If you have extra labels, McKesson requests that you print them and place them inside the box. Then log into NYSIIS and print the Return Request page and place it in the box of vaccine.

Give the packed and labeled boxes to UPS. Do not call to schedule a pick up from UPS. If your office is not on a pickup route, drop the box off at any UPS drop-box.

As a final step, you should log into NYSIIS and mark the item as Shipped. The

return will be complete once VFC staff receive information back from McKesson that the return was received. Separate NYSIIS user trainings are available. Visit the Resources section of this training for more information.

## Procedure for Discarding Vaccine

1. Label the vaccine “Do Not Use” and remove from storage unit (if necessary).
2. Make a note of the Lot #, Expiration Date and Trade Name of the vaccine and the # of doses you will be discarding.
3. Discard of wasted vaccine per your office’s policies for medical waste disposal (e.g., sharps container)
4. Create a Returns/Wastage Request in NYSIIS
5. The Returns/Wastage request is reviewed and approved by NYS VFC staff.

–Your NYSIIS Inventory will decrement automatically.



Vaccine vials and syringes that are opened or damaged in some way, including expired or spoiled multi-dose vials that have had some doses withdrawn, are not eligible to be returned to McKesson and should be discarded and reported as waste in NYSIIS. The procedure for discarding vaccine is as follows:

Label the vaccine “Do Not Use” and remove from storage unit (if necessary).

Make a note of the Lot, Expiration Date and Trade Name of the vaccine and the # of doses you will be discarding.

Discard of the wasted vaccine per your office’s policies for medical waste disposal (e.g., sharps container)

Create a Returns/Wastage Request in NYSIIS

The Returns/Wastage request is reviewed and approved by NYS VFC staff.

Your NYSIIS Inventory will decrement automatically.

# NYSIIS Returns/Wastage Module



**Inventory**  
manage inventory  
manage orders  
manage transfers  
shipping documents  
record temp log  
manage returns and  
wastage



- Recorded Webinar Training (25 minutes)
  - <https://meetny.webex.com/join-meetny/lsr.php?RCID=9c67d6e3d56d40c3a41763c5ce8f7e8a>
- Training Handouts are available on VFC webpage
  - <http://www.health.ny.gov/vfc>



The NYSIIS returns/wastage module was released in April of 2016. A recorded webinar training is available on the VFC webpage and several training handouts are available.

## Key Messages: Vaccine Disposal and Returns

- NYS VFC Program requirements:
  - Report all non-viable, publicly-funded vaccine in NYSIIS on a monthly basis, at a minimum.
  - Return unopened, undamaged nonviable vaccine to CDC's Centralized Distributor (McKesson) on a monthly basis.
    - » Do not return open vials, activated manufacturer-filled syringes, vaccine that is pre-drawn, broken vials and/or broken syringes or open multi-dose vials. Report these items in NYSIIS then discard as medical waste.
- If return label requested by email, check your spam or junk email folder first. Contact the NYS VFC Program for assistance if not received within 2 business days.
- Mailed labels take an additional 3-5 business days to process.
- Contact VFC program if you don't receive the mailed label within 7 business days.



Here are the key messages for this training module.

The NYS VFC program requires that each VFC provider report all non-viable vaccine (either spoiled, expired or wasted) in NYSIIS at least monthly.

Additionally, the NYS VFC program requires VFC providers to return all publicly-funded, unopened expired or spoiled vaccine to the distributor.

Do not return open vials, activated manufacturer-filled syringes, vaccine that is pre-drawn or broken vials or syringes to McKesson. Report these items in NYSIIS then discard as medical waste.

In terms of return labels, if the return label was requested by email, check your spam or junk email folder first. Contact the NYS VFC Program for assistance if not received within 2 business days.

Mailed labels take an additional 3-5 business days to process.

Contact VFC program if you don't receive the mailed label within 7 business days.

## Resources

### **NYS Vaccines for Children (VFC) Program**

Returns/Wastage Training Handouts:  
Monitoring Expiration Dates

[http://www.health.ny.gov/prevention/immunization/vaccines\\_for\\_children/docs/monitoring\\_expiration\\_dates.pdf](http://www.health.ny.gov/prevention/immunization/vaccines_for_children/docs/monitoring_expiration_dates.pdf)

Return or Discard

[http://www.health.ny.gov/prevention/immunization/vaccines\\_for\\_children/docs/return\\_or\\_discard.pdf](http://www.health.ny.gov/prevention/immunization/vaccines_for_children/docs/return_or_discard.pdf)

NYSIIS Returns/Wastage Training Webinar

<https://meetny.webex.com/meetny/lsr.php?RCID=9c67d6e3d56d40c3a41763c5ce8f7e8a>

### **New York State Department of Environmental Conservation**

Regulated Medical Waste

<http://www.dec.ny.gov/chemical/8789.html>



Here is a listing of available resources.

## Additional Training for NYS VFC Providers

### **Next: NYS VFC Program Training Series #16: Vaccine Preparation**



There are a number of additional trainings available.

The next training in this series is a training #16, which covers vaccine preparation.