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

Cold Chain Incident Origin Action Required Distributor contacts manufacturer to resolve CCI*. Contact BCCDC CCI occurs while vaccine is in the and BCVOC within 24 hours Distributor's possession. (business days) per Pharmacy Distributor CCI SOP. Pharmacy contacts Distributor to resolve CCI. Distributor contacts Distributor ships vaccine to manufacturer to resolve CCI. pharmacy and CCI occurs in Contact BCCDC and BCVOC transit. within 24 hours per Pharmacy Distributor CCI SOP. Pharmacy completes and submits CCI form to local health unit to CCI occurs while vaccine is in the resolve CCI. If vaccines were previously impacted by a CCI, this pharmacy's possession. information needs to be included on the CCI form. Pharmacy that was responsible for CCI occurs while vaccine is in packing the shipper submits CCI transit from one pharmacy to form to the health unit in their another. respective HA to resolve the CCI.

*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).