



Receiving your first COVID-19 vaccine Shipment Q&A

Q: What’s the process for getting vaccines delivered to our clinic?

A: [Enroll](#) as a COVID-19 vaccine provider. One of the fields that providers complete in their provider profile in the enrollment process is days of the week and times available for vaccine delivery. Providers also enter equipment they have for storing vaccine at three vaccine-appropriate temperature ranges. Since demand currently exceeds supply, and vaccination is not yet generally open to all adults, Oregon is operating on a “push” model. This means that the State of Oregon and the local public health authorities allocate how much vaccine goes to clinics. Many enrolled clinics are not yet receiving any vaccine. Once you are enrolled, stay in touch with your [local public health authority](#).

Q: Are we allowed to choose the type of COVID-19 vaccine we receive?

A: The type of vaccine you receive is based on availability and your storage capability. Unfortunately, it’s difficult to see the exact brand being shipped because allocation decisions are made live and change rapidly. If you have an ultra-cold freezer, it’s possible you’ll get Pfizer vaccine. Otherwise, you will receive either Moderna or Johnson & Johnson (J&J).

Q: Do we need to take any trainings?

A: Yes, trainings are part of the enrollment process. If you have completed enrollment without taking the trainings, go to the COVID-19 vaccine provider [training webpage](#) and take the appropriate required trainings (minimum of two clinical staff per location for storage and handling trainings). Providers are responsible for ensuring all staff giving vaccine under their authority are trained adequately.

Q: How do we know which trainings to complete if we’re not sure which vaccine we’ll receive?

A: For all vaccines, review the “COVID-19 Vaccine Management Guide” on the [COVID-19 vaccine training page](#). Then, if you have ultralow freezer capacity, take required trainings for Pfizer vaccine. If you do not have ultralow freezer capacity, take required trainings for Moderna vaccine. The Johnson & Johnson vaccine is easier to store and handle than the others and the training and storage for this vaccine partially overlaps with the Moderna requirements. One very important difference—Johnson & Johnson vaccine is never frozen.

Q: Do you have a standardized consent form?

A: Yes, it is available but not required. Find it under “Forms” on the [COVID-19 Provider webpage](#).

Q: Will needles accompany the vaccines?

A: Yes, all the vaccines come with ancillary kits. Those kits include needles, syringes, alcohol pads, vaccination record cards, a needle gauge-and-length chart, 2 face shields and 4 surgical masks. The kits are tailored to the size of the order (minimum of 100 doses for Moderna and Johnson & Johnson and 1170 doses for Pfizer). The kits come with 5% overage of needles and syringes. For Pfizer orders, the ancillary kits come separately from the vaccine itself and include diluent for mixing. You may find that the ratio of small to large gauge needles is not appropriate for your patient population. Unfortunately, the contents of the ancillary kits are fixed and neither providers nor the State of Oregon can customize them.

Q: Will OHA include specific language and guidance on vaccine delivery, storage, etc.?

A: Most storage and handling questions should be answered by the training materials available on the [OHA COVID-19 vaccine providers webpage](#). The best place for providers administering vaccine to start is the EUA factsheet.

Q: Will written materials be offered in multiple languages?

A: EUA factsheets for recipients and caregivers are available in multiple languages: [Moderna](#), [Pfizer](#), [Johnson & Johnson](#). The consent form is also available in multiple languages under “Forms” on the [COVID-19 Provider webpage](#). [V-safe information sheets](#) are available in several languages. Materials intended for provider instruction are only in English at this time.

Q: How can we check on the arrival date of our shipment?

A: We work directly with your [local health department](#) to assess storage capacity and need. Please reach out to them first to see if they can assist with shipment tracking. If they are unable to assist, please call our help desk at [800-980-9431](tel:800-980-9431).

Q: Who do we contact if there’s a discrepancy in our order?

A: First, double check your invoice to confirm the error. If the contents don’t match the invoice, contact [McKesson](#) for Moderna and Johnson & Johnson vaccine, and [Pfizer](#) for Pfizer vaccines.

If you are an enrolled COVID-19 vaccine provider requesting vaccine allocations or with allocation related questions, contact the allocations team: COVID19.VaccineRequest@dhsosha.state.or.us
If you have additional questions not related to allocation, contact the Provider Services Help Desk: VFC.Help@dhsosha.state.or.us