Troubleshooting Vaccine Wastage & Returns

Enrolled providers are required to account for all doses of vaccine, including non-viable vaccines, supplied by the Idaho Immunization Program (IIP). Wastage and returns must be submitted and completed in Idaho's Immunization Reminder Information System (IRIS) as soon as possible. Please refer to the Manage Vaccine Wastage and Returns document for details.

A vaccine lot number submitted in a wastage or return request does NOT deduct from inventory until the transaction status is COMPLETE. Because of this, an IRIS transaction could occur involving a vaccine lot number included in a wastage/return request between the time the request is submitted and the time it is completed.

For example, if 10 doses of PCV13 lot #F21232 are included in a return transaction and a dose is selected as administered on a patient's IRIS record before the return request is completed, the following error will appear the in the **Ship Transfers** screen when trying to process the return in *manage transfers*:

> There is 1 transfer line item which has a transfer quantity that exceeds the available quantity on hand. Please follow the guidance provided on the Troubleshooting Vaccine Wastage and Returns document located on the Related Links tab.

If this message is received, review the transaction history of the vaccine by running the Show Transactions report in the *manage inventory* section of IRIS. Please refer to the Show Transactions in IRIS document for details on how to run this report.

The Show Transactions report can be created as either an Excel worksheet or PDF document. The table below shows the transaction description references on each report type as they differ. The following troubleshooting steps reference the Excel Transaction Reason only.

Transaction Description	PDF *"Type"*	Excel *"Transaction Reason"*
Doses Wasted	WAS	Doses Wasted
Doses Transferred	TRA	Doses Transferred
Doses Returned	RET	Doses Returned to Distributor
Doses Administered	Immunize	Immunizations Given
Doses Restocked	RETD	Doses Returned to IRIS Inventory

The red warning message above indicates the transfer quantity exceeds the available quantity on hand. Review the Show Transactions report for deducted doses from the available inventory, focusing on transactions between the date the wastage/return request was submitted through the date the report is reviewed; transactions will include doses administered (including anonymous doses), wastage, returns, and transfers.

- Review all Doses Wasted transaction reasons to confirm if a duplicate wastage was recorded for the lot.
    - If not, continue researching
    - If so, email the IIP at IIP@dhw.idaho.gov; include the following information in the email
        - Trade Name
        - Lot Number
        - Dose quantity of error
        - Wastage ID number of both wastage requests

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- Review all Doses Returned to Distributor transaction reasons to confirm if a duplicate return was recorded for the lot.
  - o If not, continue researching
  - o If so, email the IIP at IIP@dhw.idaho.gov; include the following information in the email
    - ▪ Trade Name
    - ▪ Lot Number
    - ▪ Dose quantity of error
    - ▪ Return ID number of both return requests

- Review all Doses Transferred transaction reasons to confirm the dose quantities indicated were physically transferred to another location.
  - o If so, continue researching
  - o If not, contact the receiving facility to resolve as they will need to create an Outbound Transfer to transfer the dose quantities back into your IRIS inventory

- Review all Immunizations Given (doses administered) transaction reasons and compare to the Electronic Health Record/patient files.
  - o If a patient record has an incorrect lot number referenced, the vaccine needs to be:
    - ▪ Manually deleted in IRIS and re-entered with the correct lot number, or
    - ▪ The correct may be made in the organization's Electronic Health Record (EHR) and resent[1] to IRIS
  - o If all lots are correct, ensure all the aforementioned transactions are accurate and/or verify the lot number used in the wastage/return ID is correct.

[1]If your organization's EHR can send corrections to IRIS; please see either your organization's IT department or EHR vendor for additional information.

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