



Mike DeWine, Governor
Jon Husted, Lt. Governor

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Feb 24, 2020

Enrolled COVID-19 Vaccination Provider:

The Ohio Department of Health (ODH) is sending a shipment of the Pfizer-BioNTech vaccine to your facility from the Receipt, Store, and Stage (RSS) warehouse facility located in Central Ohio.

The facility is being used to repackage larger shipments direct from the manufacturer into smaller quantities. We have contracted with Cardinal Health's OptiFreight Logistics business to provide same-day delivery services.

Here is what to expect with your shipment and the actions required:

Delivery Alert

When you are scheduled for vaccine delivery, you will receive an alert notification through the Ohio Public Health Communication System (OPHCS). This alert will be sent to the primary and secondary points of contact for vaccine delivery.

Delivery Status

Cardinal OptiFreight Logistics will send an email to both the primary and secondary points of contact with tracking information for the delivery and a customer support phone number.

Delivery Notification

The Cardinal Health driver will call the primary site contact to share the estimated time of arrival, approximately 15-60 minutes prior to arrival. If the primary site contact is not available, the driver will then call the secondary site contact.

Shipment Arrival

Upon arrival, the driver will again call the site's primary point of contact or the secondary contact if the primary contact is not available. The driver will verify if the vaccine delivery recipient is the authorized primary or secondary contact by name. The primary or secondary site contacts are the only authorized recipients for a vaccine delivery.

Order Delivery Confirmation

With contactless delivery, there will be no signature required. The ODH delivery liaison will contact you to confirm delivery.

Verify Contents and Properly Store Vaccine

When you receive your vaccine shipment, please inspect the contents, and confirm that the quantity and lot number you received matches the contents on the packing list located inside the shipment content.

If you have an ultra-low temperature freezer, please place the vaccine in proper storage immediately. However, ultra-low temperature freezers are not required. You may continue to store vaccine in the thermal shipping container with dry ice. Pelleted dry ice is required to sustain the vaccine in the container. The thermal container can accommodate up to three replenishments of dry ice in five-day intervals replenished as necessary to maintain proper temperature. It is highly recommended that you monitor the dry ice in the container. Some ice sublimates at different intervals. Providers receiving containers from the warehouse should note the first dry ice replenishment has been initiated and that first five-day interval is underway.

For a guide to proper storage, handling, and administration of the Pfizer vaccine, please review the U.S. Food and Drug Administration (FDA) Pfizer fact sheet for healthcare providers, located at <https://www.fda.gov/media/144414/download>

Return Empty Vaccine Containers and Temperature Monitoring Devices After Use

ODH requests the return of the vaccine shipping container and the temperature monitoring device for reuse once the vaccine has been administered and you no longer need it.

Please email GMB-ODHPickup@cardinalhealth.com to arrange for shipping container pick up during your next vaccine delivery.

If you discover a problem with your vaccine shipment unrelated to delivery or have any additional questions, contact the ODH Provider Call Center at 844-90DHSVAX (844-963-4829) or covidvaccine@odh.ohio.gov.