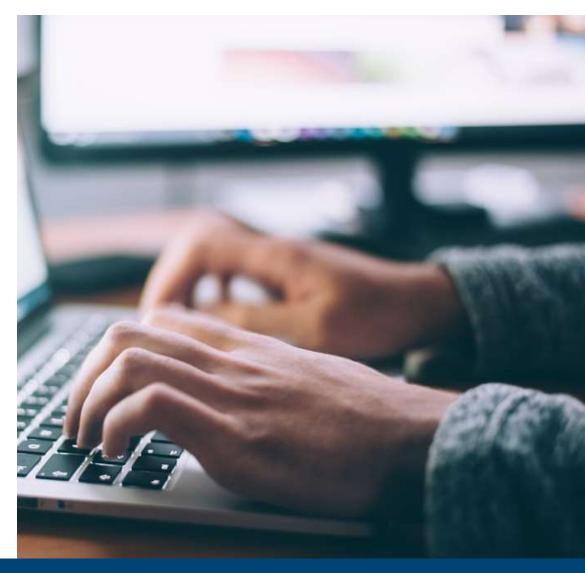
North Carolina Immunization Registry (NCIR)

Pharmacy Inventory Management User Guide

Last Updated: September 12, 2022





NCDHHS COVID-19 Response

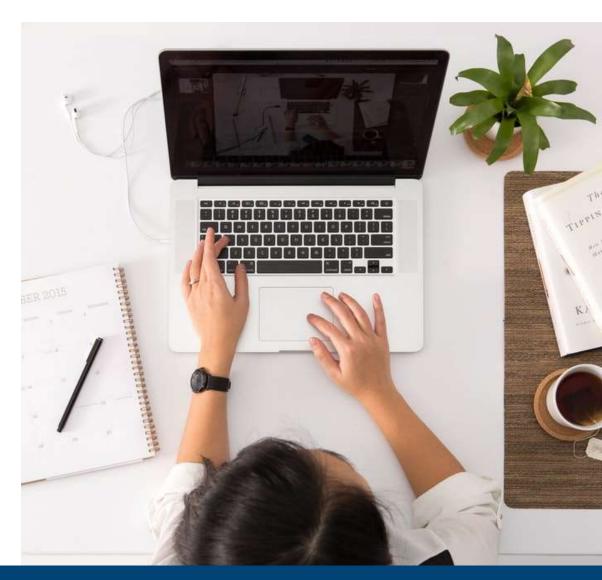
Purpose



CDC COVID-19 Vaccination Program Provider Agreement Requirements- Inventory Management

Unlike how pharmacies utilize NCIR for routine vaccines (where doses are recorded as historical), pharmacies who choose to transition to NCIR to report COVID-19 vaccine administrations are **required** to manage inventory in NCIR.





NCDHHS COVID-19 Response

NCIR Usage for Pharmacies: Routine Vaccines Versus COVID-19 Vaccines

Routine Vaccines

- Doses entered historically
- Inventory management (including reporting wastage/expired doses)- Not Required

COVID-19 Vaccines

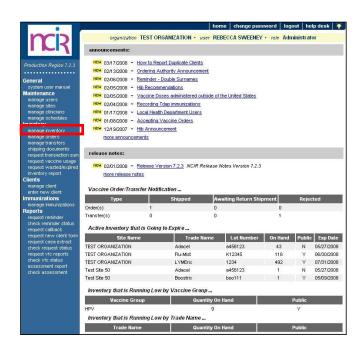
- Doses entered using active inventory
- Inventory management-Required

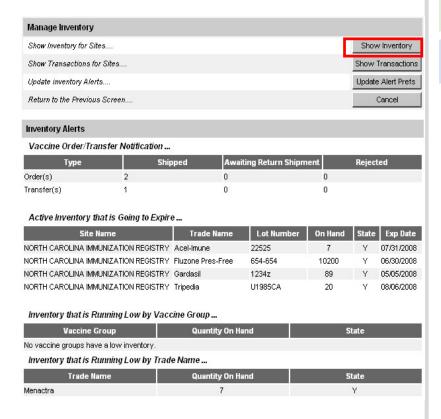
Manage Inventory



Step 1 of 2: Navigate to Inventory

- 1. On the homepage, click Manage Inventory
- 2. On the Manage Inventory page, click Show Inventory







Inventory Control



Step 2 of 2: Manage Inventory

From this screen you can add inventory, modify quantity, and show transactions for your inventory

Manage Inventory Add Inventory for Site (TEST ORGANIZATION).... Add Inventory Modify Quantity On Hand for Selected Sites Modify Quantity Show Transactions for Sites Show Transactions Return to the Previous Screen.... Cancel Show O Active O Inactive O Non-Expired O Expired Site: TEST ORGANIZATION . O Public O Private O All Select Public Trade Name **Lot Number** Inv On Hand Exp Da U1234AA 710 Υ Υ 05/05/2009 ActHib a456123 43 05/27/2008 Adacel Ϋ ABC123 14 01/01/2009 Adacel Boostrix 12351 4 Y 10/12/2010 Certiva 555 279 01/31/2009 DECAVAC 05269 10 Y 08/28/2008 DECAVAC **AB44** Y 20 01/01/2009 Υ 05/20/2009 DT 121252555 18 DTP 098898 19 10/20/2009 Engerix-B Peds 1235N 8 Υ 12/31/2009 Υ Flu-Mist K12345 116 06/30/2008

Audience

You can look at any

NCIR by clicking on

combination of

inventory in the

the radio button

next to your

selection. For

example, if you

active, public

want to see all your

vaccine click on the

radio button next to

Active and State.

Inventory Control

Administrator

NC DEPARTMENT OF HEALTH AND HUMAN SERVICE

Vaccine's that

will expire in

days will be

pink.

less than 120

highlighted in

Manage Vaccine Orders



Steps to Order COVID-19 Vaccine



Step 1 of 4: Navigate to Allocation Request Form

All COVID-19 vaccine is currently ordered outside of NCIR. Providers need to submit requests via the Allocation Request Form, available here:

https://app.smartsheet.com/b/form/dc032643b7cd4e659ef3403d9e91d7b6

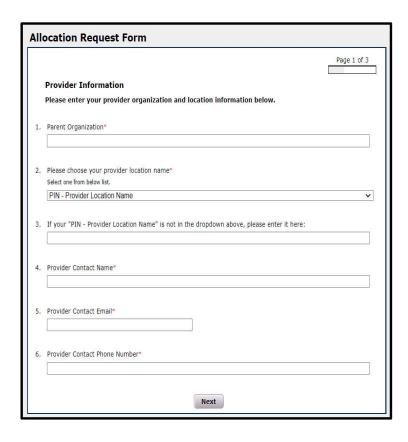






Step 2 of 4: Complete Provider Information

Fill out provider information and location information





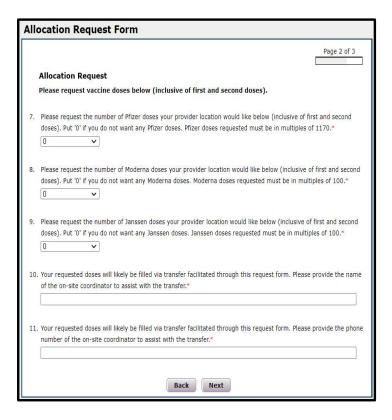
Administrator

Control



Step 3 of 4: Complete Allocation Information

Complete allocation request information



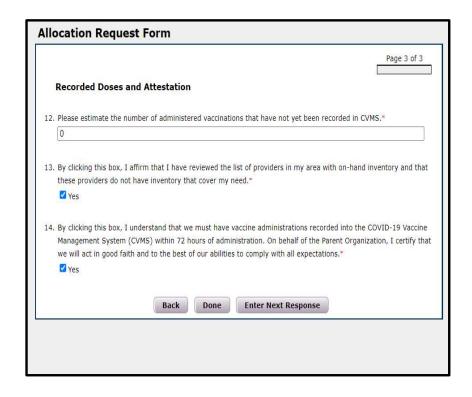


Inventory Control



Step 4 of 4: Complete Form

Complete form by selecting Yes to the final statements and clicking Done





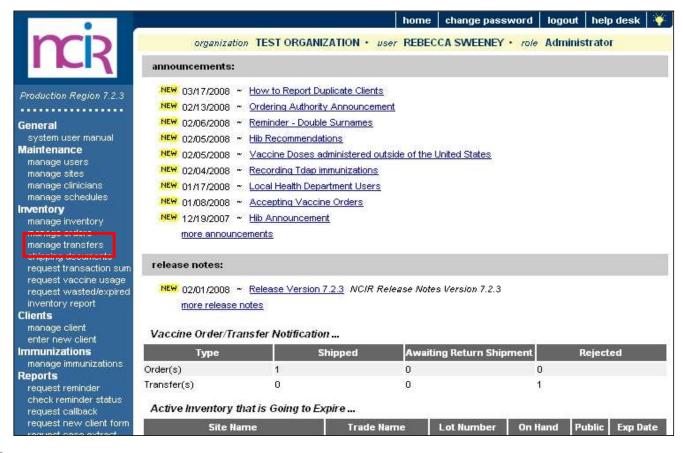


Steps for Accepting State-Supplied Orders



Step 1 of 4: Navigate to Manage Transfers

Click on Manage Transfers.



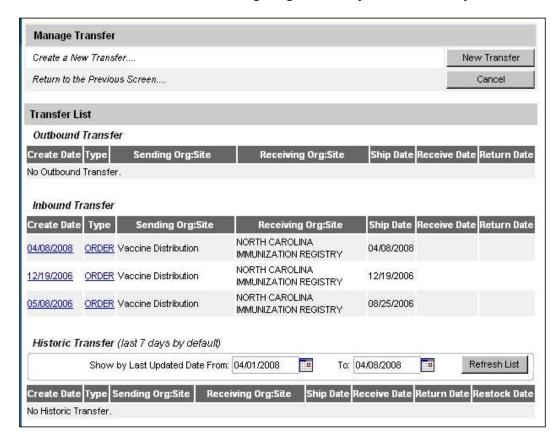


Inventory Control



Step 2 of 4: Navigate to Your Order

- Find your order under the Inbound Transfers.
- 2. Click on the Create Date in blue. This is going to take you to where you can view your order.







Step 3 of 4: Accept Transfer

- 1. You will see your order at the bottom of the screen. You must verify that these lot numbers and amounts match what you have on your invoice from the vaccine shipping box. If they do not match, please call the Help Desk at 877-873-6247
- 2. Accept the transfer and it will be loaded into your inventory. Before you reject or partially accept your transfer you must call the Help Desk for assistance.
- 3. If your invoice matches the NCIR order then you can accept it straight into your inventory by clicking **Accept Transfer**.
- 4. When you click Accept Transfer, you will see a pop up message like below.
- 5. Click OK



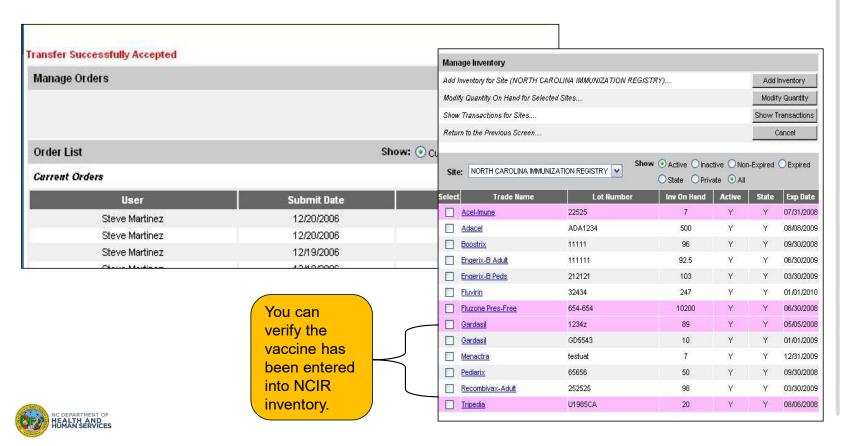






Step 4 of 4: Review

When you have successfully added your order into your NCIR inventory, then you will see the message below in **red**. You can double check to make sure your inventory is in the NCIR by going back to **Manage Inventory** and then clicking **Show Inventory**.



Audience

Inventory Control

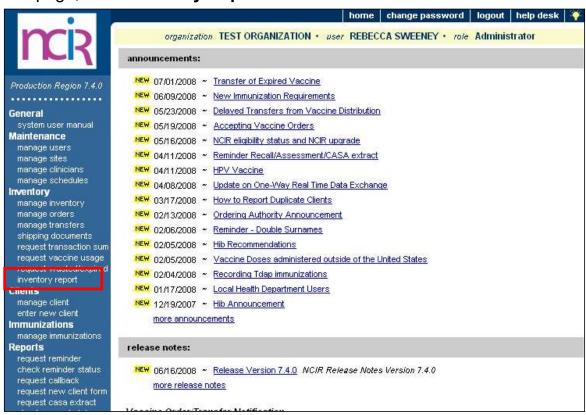
Steps to Run an Inventory Reconciliation Report



Step 1 of 3: Navigate to Inventory Report

An inventory reconciliation report will show you what the NCIR says you have in your inventory and give you room to write your actual count from your refrigerator so that you can begin to balance your inventory.

1. From the homepage, click Inventory Report.

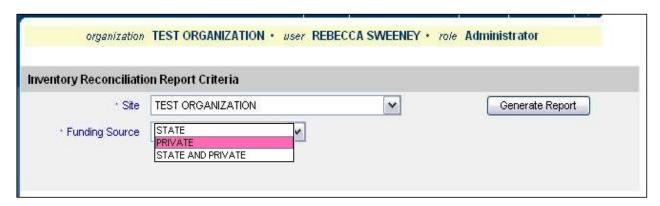






Step 2 of 3: Select Criteria

- Choose your Site.
- 2. Choose your Funding Source.
- 3. Click Generate Report when finished.



- Once you click on Inventory Report, you have the choice of what you want to appear in the report itself.
- Make sure that if your organization has multiple sites that you have the correct site selected or you can run the report for all the sites in a single organization.
- You can run the report for all private, all state supplied or both.
- These options give you a wider variety of ways to keep your inventory balanced.



Audience

Inventory Control

Step 3 of 3: Generate Report

Report Date: 07/01/2008 Inventory Reconciliation Report / Worksheet

TEST ORGANIZATION

Funding				Expiration	NCIR Reported Doses	of Doses
Source	Vaccine Group	Trade Name	Lot Number	Date	On Hand	On Hand
Private	Anthrax	Anthrax	FDD70019 Private	01/01/2010	98	
Private	DTP/aP	Certiva	555	01/31/2009	274	
Private	DTP/aP	DT	121252555	05/20/2009	18	
Private	DTP/aP	DTP	098898	10/20/2009	19	*
Private	DTP/aP	Pediarix	ABC234	01/01/2009	19	
Private	DTP/aP	Pediarix	UA2345AA	01/30/2010	20	2
Private	НерА	Havrix-Adult	8585	11/11/2009	44	
State	НерВ	Recombivax-Adult	REC23	01/01/2009	4	
State	Hib	ActHib	U1234AA	05/05/2009	702	
State	Hib	PedvaxHIB	0259U	10/17/2009	1	
State	Influenza	Flu-Mist	FLU234	01/01/2009	6.5	

Once you have counted the actual vaccine in your fridge and you compare it to what the NCIR says you have on hand, both columns should match. If they do not you need to run down the list of possible inventory discrepancies. (see next slide)



Page 1 of 2 Audience

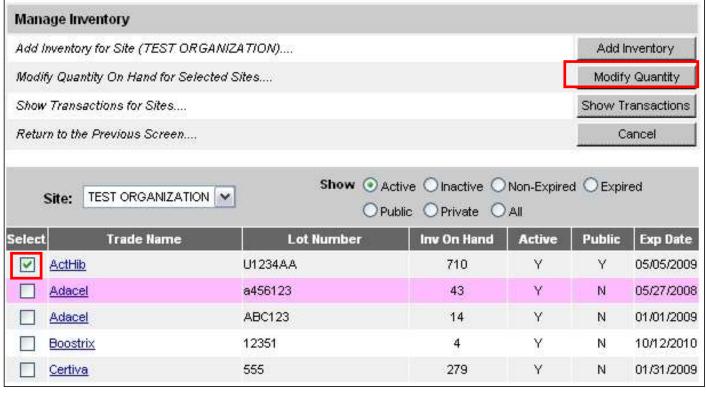
Inventory Control

Steps for Modifying Quantity



Step 1 of 2: Modify Quantity

- 1. Click in the box next to the **Trade Name** in blue until the green check appears.
- 2. Click Modify Quantity

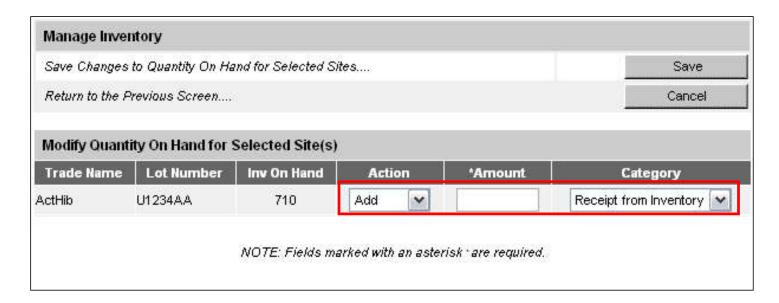






Step 2 of 2: Modify Quantity

- 1. Choose the Action from the drop down box. Either Add or Subtract.
- 2. Enter the **Amount** in doses that is being modified.
- 3. Choose the reason under the **Category** drop down box.



This screen will allow you to modify the quantity of as many vaccines as you choose on the previous screen. It is good to use this option if you have several lot numbers to edit.



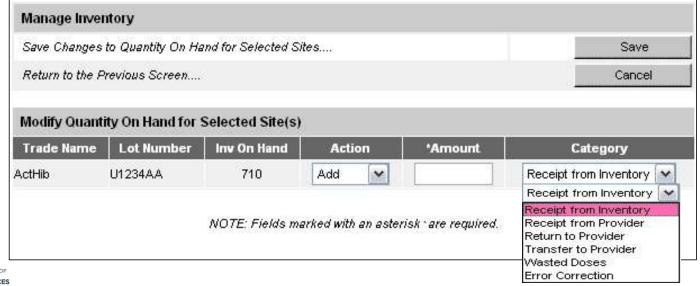
Audience

Inventory Control

Most Common Reasons to Modify Quantity

Wasted Doses: Select this option if there was any vaccine waste for a particular lot. When you select the Wasted Doses category, you will be required to enter the following:

Error Correction: Select this option if you have made any errors in entry to your private stock of vaccine. For example you entered 100 instead of 10 for the quantity. You will also be required to enter a reason for error correcting. **Before you error correct any state supplied vaccines, you should call the NC Vaccines Help Desk, 1-877-873-6247, so that you may be guided in how to find errors before changing quantities in vaccine lots.







Error Correction

When to Use Error Correction

- Use this category when adding to or subtracting from inventory doses that were keyed or documented incorrectly
 - i.e. if 100 is entered instead of 10

When NOT to Use Error Correction

- · If inventory is expired
- If a storage and handling issue caused the dose to be unusable
- If the vaccine is pre-drawn and not used

Audience

Inventory Control



Avoid Documentation Errors

- Enter all immunizations administered into the NCIR as soon as possible
- · Only enter immunizations administered by you, under your username
- Document all doses that have been administered, transferred, wasted and/or expired in the NCIR

In Summary

- · Error Correction should be used infrequently
- · Use best practices to maintain vaccine inventory correctly in the NCIR
- If you are unable to reconcile your inventory, error correction should be your last option

Audience

Inventory Control



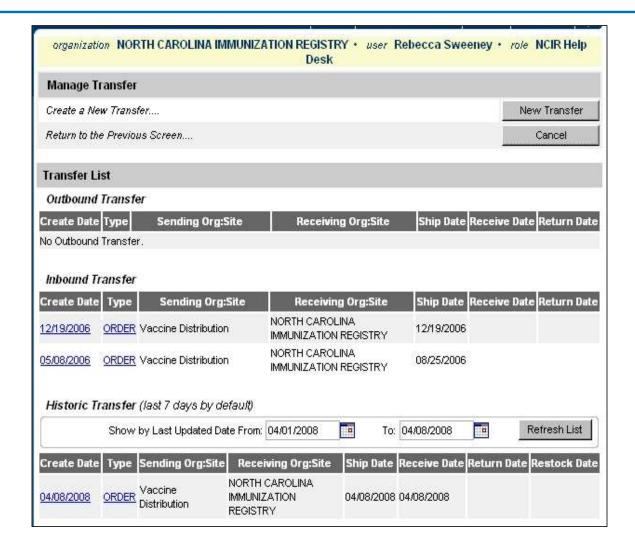
Manage Transfers



Different Types of Transfers



Definitions





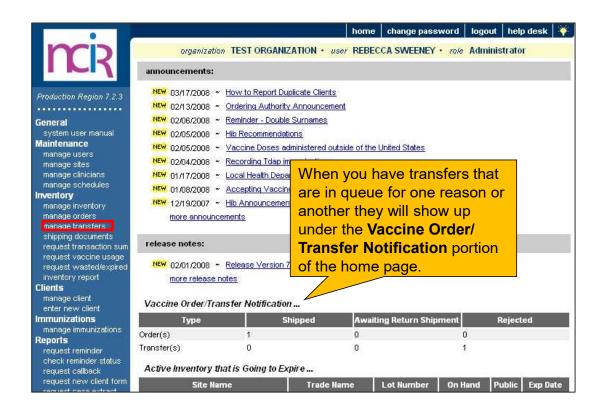
Outbound Transfers to NCIR Users



Step 1 of 6: Navigate homepage

You can view any pending Inbound or Outbound transfers in the NCIR under the **Vaccine Order / Transfer Notification** portion of the Home Page. In addition to the **Manage Transfer** Screen.

Click Manage Transfer





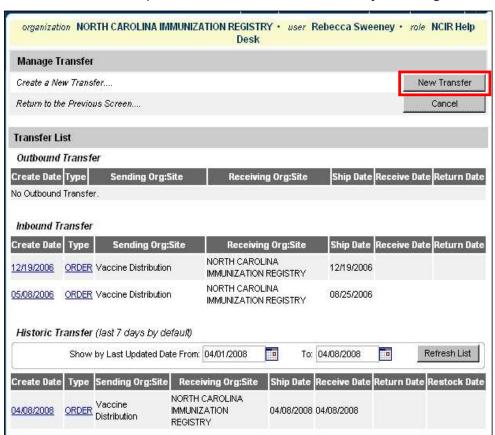
Inventory Control



Step 2 of 6: Navigate to New Transfer

Using the Manage Transfer function leaves an electronic trail from your facility to NCIP facility that you are physically transferring vaccine to.

1. To transfer vaccine to another provider on the NCIR, start by clicking **New Transfer**.







Step 3 of 6: Complete Transfer Information

- 1. Choose your **Receiving Organization** as the facility that you are transferring vaccine to (NCIR only).
- 2. You can choose to transfer active and inactive vaccine to another provider. Click on the **OK** radio button next to your choice.
- 3. Enter the **Transfer Quantity** in the box next to the vaccine you are wanting to transfer. Remember to enter the amount in doses.
- 4. Click **Save** when you are ready to finish the transfer.

New Transfer											
Sending Site NORTH C		AROLINA IMMUNIZATION	REGISTRY 💌				Save				
Internal R	Receiving Site	or or			Transfer all Expired						
Receiving Organization		<u>M</u>			4	Cancel					
Note: Only those sites or organizations which have inventory set up are displayed.											
Add from Inve	ntory	Show Active	e and Non-Expired	O Inactive a	and No	n-Expire	ed O Expire				
Transfer Quantity	Trade Name	Vaccine Group	Lot Number	Quantity Available	Acti	ve State	Expiration Date				
	Acel-Imune	DTP/aP	22525	7	Υ	Υ	07/31/2008				
	Adacel	Td - Tdap	ADA1234	500	Υ	Υ	08/08/2009				
	Boostrix	Td - Tdap	11111	96	Υ	Υ	09/30/2000				
	Engerix-B Adult	НерВ	111111	87.5	Υ	Υ	06/30/2009				
	Engerix-B Peds	НерВ	212121	103	Υ	Υ	03/30/2009				
	Fluvirin	Influenza	32434	247	Υ	Υ	01/01/2010				
	Fluzone Pres-Free	Influenza	654-654	10200	Υ	Υ	06/30/2008				
	Gardasil	HPV	1234z	89	Υ	Υ	05/05/2008				
	Gardasil	HPV	GD5543	10	Υ	Υ	01/01/2009				
	Menactra	Meningo	testuat	7	Υ	Υ	12/31/2009				
	Pediarix	DTP/aP - HepB - Polio	65656	50	Υ	Υ	09/30/2008				
	Recombivax-Adult	НерВ	252525	98	Υ	Υ	03/30/2009				
	Tripedia	DTP/aP	U1985CA	20	Υ	Υ	08/06/2008				



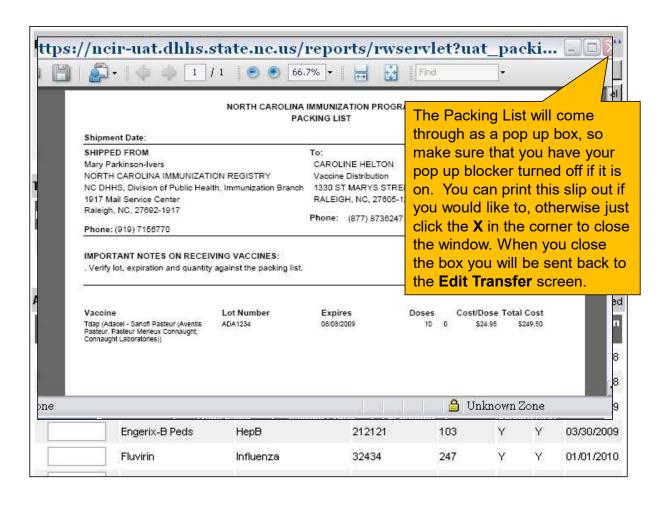


Step 4 of 6: Navigate to Packing List

In order to finish this transfer, you must view or print the Packing List or Label. You will not be able **Audience** to complete the transaction without doing this step. Click Packing List. Inventory You should see Control this message Edit Transfer: Create Date 04/08/2008 "Saved Successfully" "Saved The vaccine Sending Site NORTH CAROLINA IMMUNIZATION REGISTRY Administrator Successfully" that you are Packing List Internal Receiving Site ▼ or transferring will Finish Trans Ship Receiving Organization Vaccine Distribution show up under **Transfer Item.** Note: Only those sites or organizations which have inventory set up are displayed. Cancel Transfer Transfer Item Transfer Quantity Expiration Trade Name Vaccine Group Remove Lot Number Td - Tdap ADA1234 500 08/08/2009 10 Adacel NOTE: Fields marked with an asterisk are required. Add from Inventory Show O Active and Non-Expired O Inactive and Non-Expired O Expired Transfer Expiration Trade Name Vaccine Group Lot Number Quantity Date Acel-Imune DTP/aP 22525 07/31/2008 Boostrix Td - Tdap 11111 09/30/2008 Engerix-B Adult 06/30/2009 НерВ 111111 87.5 Engerix-B Peds НерВ 212121 103 03/30/2009 32434 247 01/01/2010 Fluvirin Influenza

Step 5 of 6: Complete Transaction

Once back to the **Edit Transfer** screen, click **Ship** twice to complete transaction.

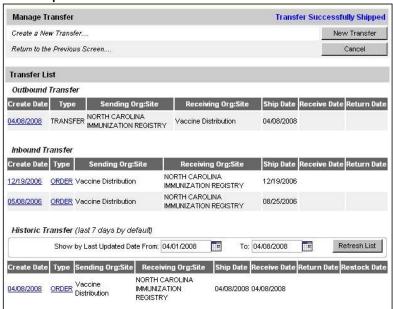






Step 6 of 6: Check Transaction Details

If the transfer was completed, you will see the message in blue Transfer Successfully Shipped and the transfer will show up under Outbound Transfer.



Note:

HEALTH AND HUMAN SERVICES

- If a "Ship Date" does not appear on the Outbound Transfer, then the transfer was not finished.
- If the date of transfer is different than the current date shown, then type the correct date in the box next to "Enter Ship Date".
- Once the Transfer is completed, the vaccine is immediately removed from the Sender's NCIR inventory and ready to Accept into the Receiver's inventory.

Audience

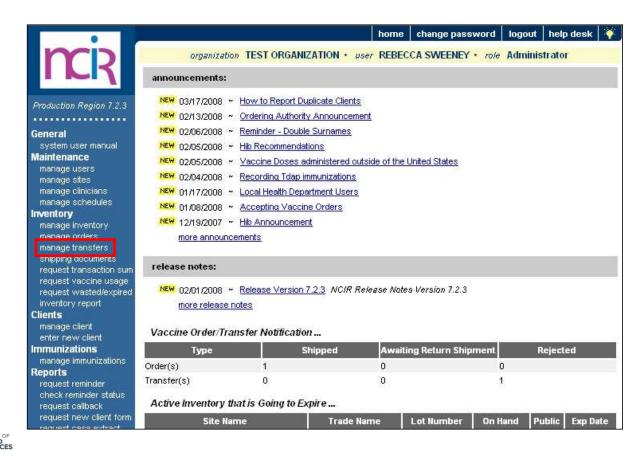
Inventory Control

Inbound Transfers



Step 1 of 3: Navigate homepage

Click **Manage Transfers** and pending inbound transfers can be seen under the Inbound Transfer heading.



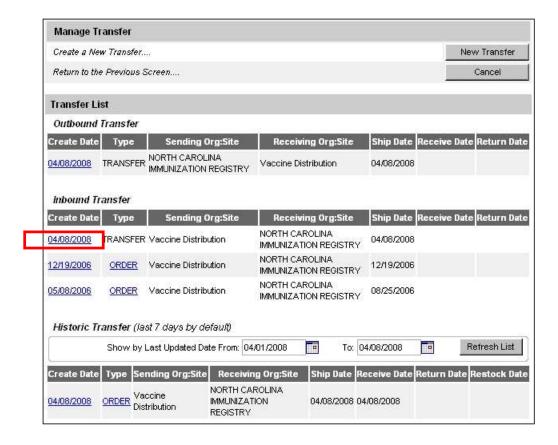




Step 2 of 3: Find Transfer

Inbound Transfers can be state supplied vaccine orders or transfers from another provider. The process of accepting these inbound transfers is the same, no matter the type.

Find your transfer and click on the Create Date link in blue.

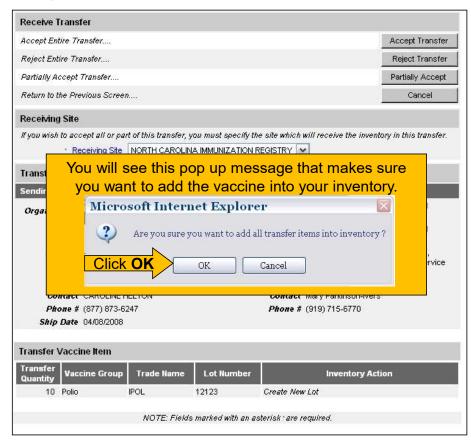






Step 3 of 3: Accept Transfer

To accept this transfer into your inventory, click on **Accept Transfer**. You should only accept your transfer after you have verified lot number, expiration date, and amount shipped. If your invoice matches the NCIR then accept.







COVID-19 Vaccine Transfers between NCIR and CVMS



Transferring COVID-19 Doses between NCIR and CVMS

NOTE: Cross-system transfers are **not currently supported**.

If you have any questions, please contact the NC Vaccines Help Desk by calling 1-877-873-6247 or by submitting a ticket via the Immunization Inquiry Form

Audience

Inventory Control

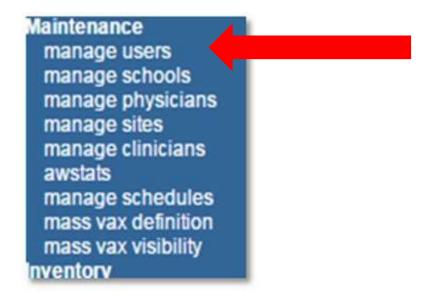


Adding New Users



Step 1 of 6: Navigate to Manage Users

Select Manage Users from the left-side menu.

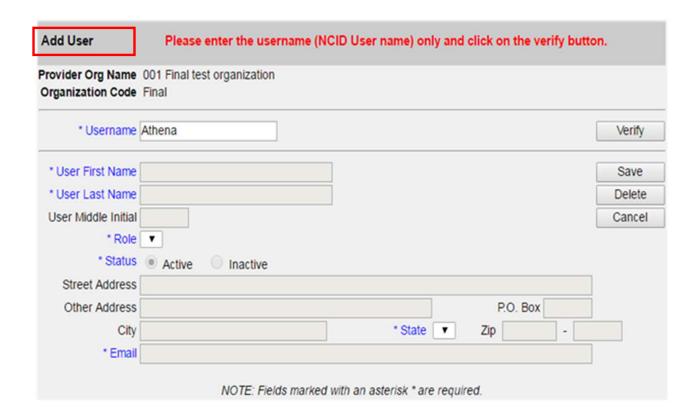


Audience



Step 2 of 6: Navigate to Add User Section

Click Add User.

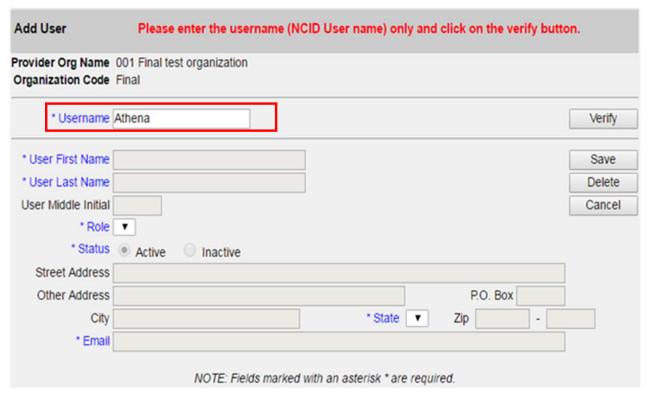






Step 3 of 6: Enter Username

Type in the Username.



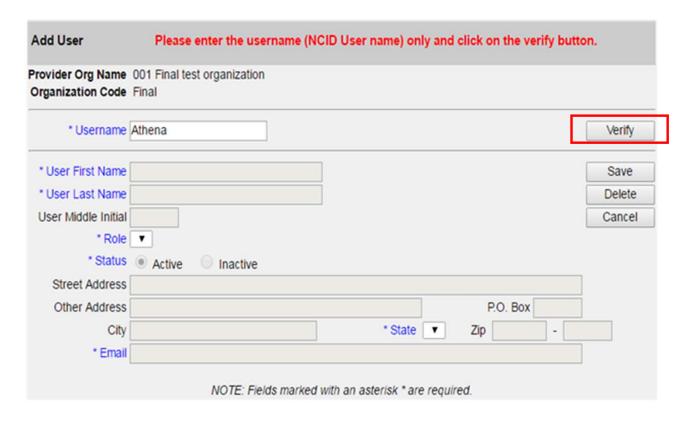
Note: Usernames can be obtained by clicking "Register" on the NCIR log in page.



Audience

Step 4 of 6: Verify

Click Verify.

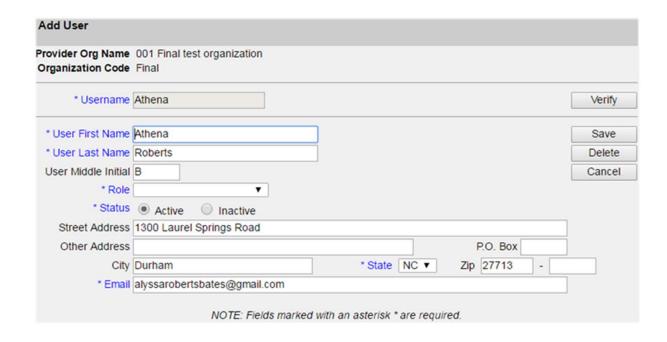






Step 5 of 6: Confirm Information

The system will retrieve the user's personal information. Confirm that the information is correct

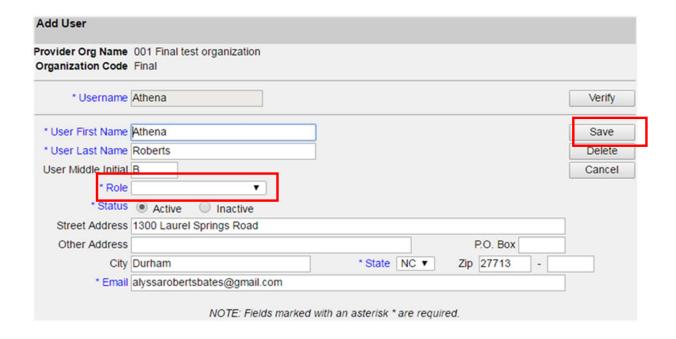


Audience



Step 6 of 6: Assign Role

Choose the appropriate user **Role**. Click **Save**.





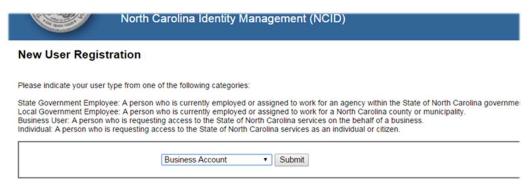




1. You cannot add a user who registered for an 'individual account' type. You will receive this error message:

Validation Errors

- Users who registered for an individual account type cannot be added. Only business, local or state
 government user types can be added. Please have the user reregister through NCID to create a user id with
 the appropriate user type.
- The user must re-register for a new account with NCID and select 'Business Account' type (*not applicable to LHDs).





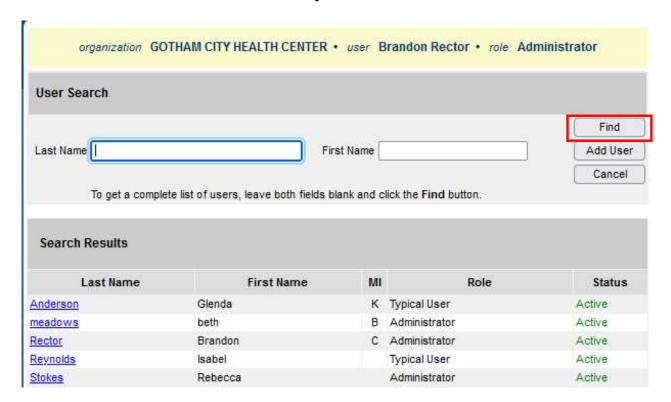
2. If the user has not registered correctly, has not activated their account through the email link from NCID, or if the user ID you entered was incorrect, you will get an error message.

Validation Errors

· Cannot add this user. This user is not defined in NCID.

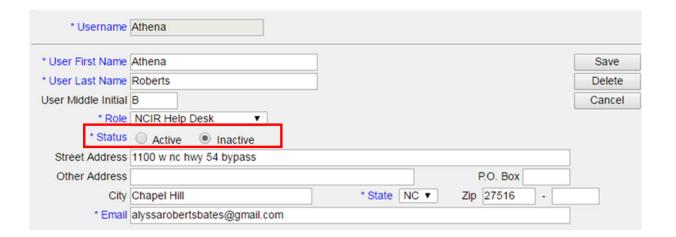


3. Click **Find** with no names in the fields to see your full list of users.





4. To inactivate, change the **Status** by clicking the 'Inactive' button.





Managing Clinicians



Managing Clinicians

- Clinician information is used to indicate the individuals who ordered and administered an immunization (i.e. **Ordering Authority** and **Administered By**).
- Clinician information is required when documenting new immunizations.



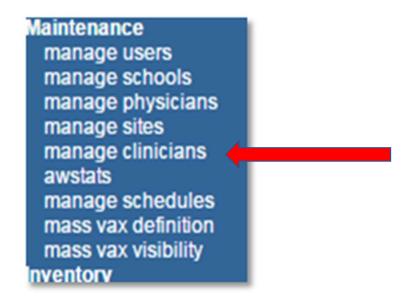


Steps for Adding a Clinician



Step 1 of 4: Navigate to Manage Clinicians

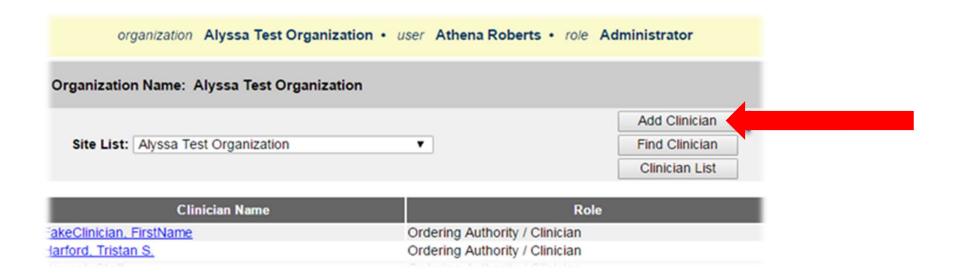
Select Manage Clinicians from the menu on the left-side panel.





Step 2 of 4: Navigate to Add Clinician Screen

Select Add Clinician.





Step 3 of 4: Enter Role and Credentials

Select a Role and Credentials



- **Clinician**: An individual who physically immunizes clients (their name will be an option in the 'Administered By' pick list when documenting a new immunization)
- **Ordering Authority** is a MD, DO, PA, NP who signs standing orders for patients to receive vaccines (their name will be an option in the 'Ordering Authority' pick list when documenting a new immunization)
- Ordering Authority/Clinician is an individual with both of the above roles (their name will be an option in both pick lists when documenting a new immunization)

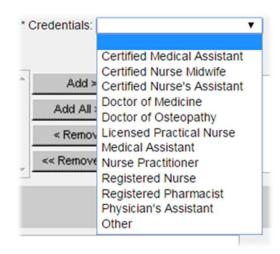




Step 3 of 4: Enter Role and Credentials

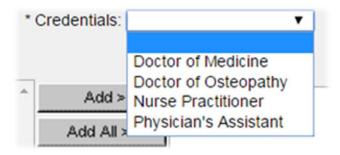
Select a Role and Credentials

'Clinician' credentials



Clinicians can be anyone in the organization who physically gives shots.

'Ordering Authority' and 'Clinician / Ordering Authority' credentials

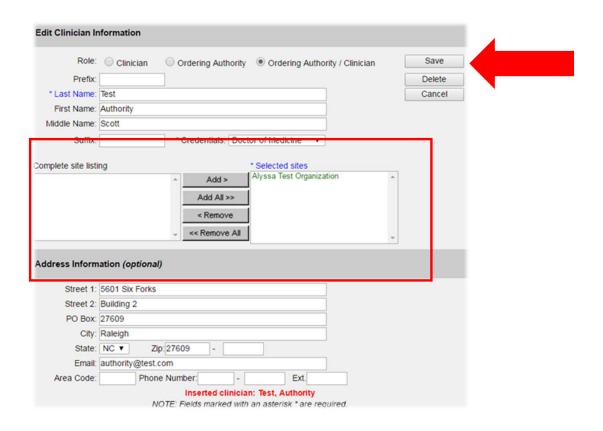


An Ordering Authority is an individual who is licensed by the state of North Carolina to authorize the giving of immunizations to a client.



Step 4 of 4: Add the Clinician

Fill out all required information. Be certain to move your site to "Selected Sites." Then click Save.





Reporting and Returning Expired Vaccine

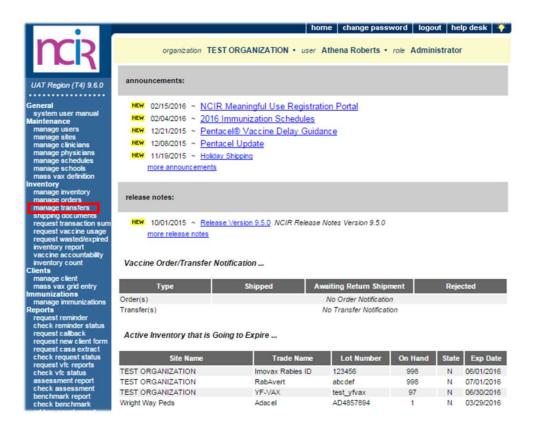


Steps to Document Expired Vaccine



Step 1 of 5: Count Expired Vaccines and Navigate to Transfers Page

- 1. It's a good idea to count your expired vaccines before you begin the process to document them in the NCIR. This helps ensure that the physical count of vaccines matches what the NCIR reports your facility as having on hand.
- 2. Click Manage Transfers







Step 2 of 5: Create New Transfer

Internal Receiving Site

Receiving Organization

1. You should get a pop-up for the expired vaccine. Click **OK**. Click New Transfer. Click Transfer All Expired. Lot Number: C3818AA Vaccine Name: Dtap-Hib-IPV Trade Name: Pentacel Expiration Date: 01/15/2013 All expired state-supplied inventory must be transferred to the state. Please transfer this inventory to the State via the manage transfer menu option. Note: There are additional expired lots in inventory. OK **Manage Transfer New Transfer** Create a New Transfer Cancel Return to Manage Transfer Screen.... **New Transfer** Save Sending Site | TEST ORGANIZATION •

Note: Only those sites or organizations which have inventory set up are displayed.



Transfer all Expired

Cancel

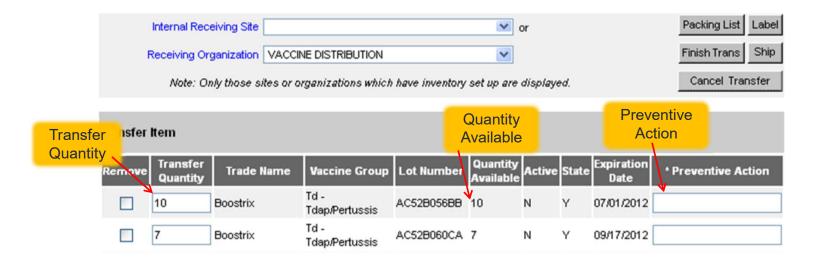
▼ or

•



Step 3 of 5: Enter Expired Dose Quantity

- In the Transfer Quantity box, enter the number of doses that you are PHYSICALLY sending back. Make sure this number matches EXACTLY what the NCIR says you have (Quantity Available).
- 2. If it matches, move to the next step.
- 3. If the numbers DO NOT match call the Help Desk at 877-873-6247 and ask them to remove the excess doses from your inventory
- 4. Enter a **Preventive Action** (e.g. "Use before expires").



Audience



Step 4 of 5: Print Packing List (Non-COVID-19 Vaccine)

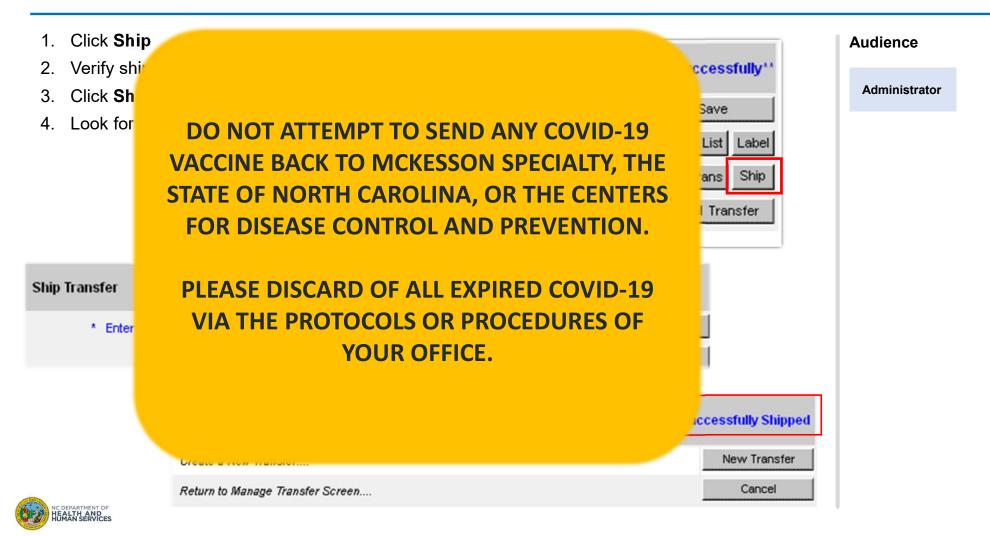
- 1. Click **Save** (and make sure you see the blue "Saved Successfully" message).
- 2. Click Packing List.
- 3. Print the Packing List. You MUST do this in order to finish the transfer. (This will popup in a separate window, if you have your popup blocker on, click **Allow**).



Audience



Step 5 of 5: Ship Transfer (Non-COVID-19 Vaccine)



Reporting Wasted Vaccine

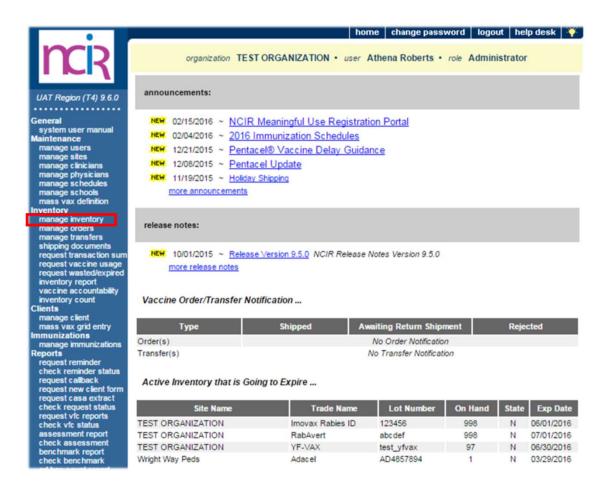


Steps to Document Wasted or Spoiled COVID-19 Vaccine



Step 1 of 5: Navigate to Inventory Page

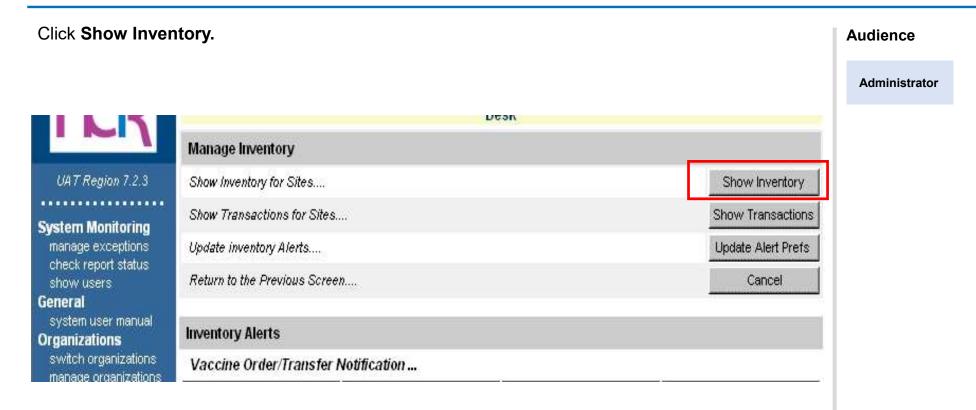
From the homepage, click Manage Inventory







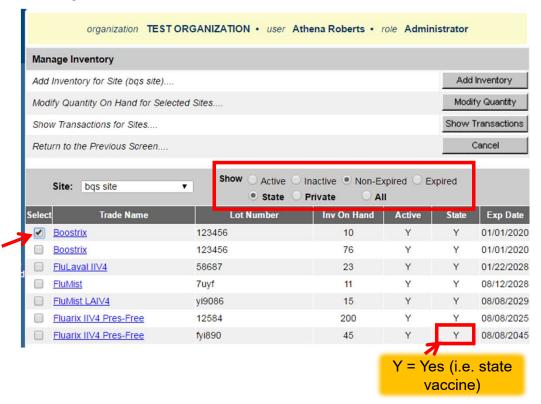
Step 2 of 5: Navigate to Inventory





Step 3 of 5: Select the Correct Vaccine

- 1. Click on the **State** or **Private** radio button to display only state or private vaccine.
- 2. Find each **Trade Name** and **Lot Number** for the vaccine that was wasted.
- 3. Click the **Select** box next to the vaccine so the check appears.
- 4. Click **Modify Quantity**.

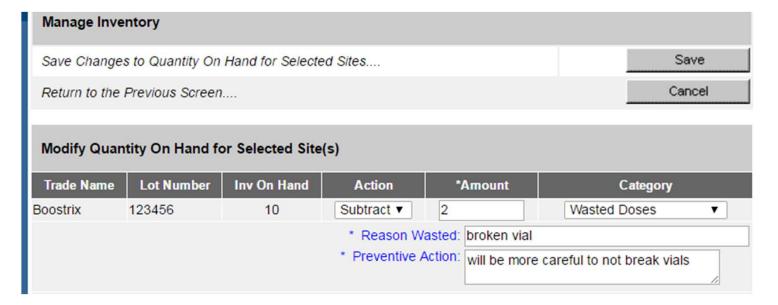






Step 4 of 5: Enter Wasted Dose Quantity

- 1. In the Modify Quantity On Hand section, choose 'Subtract' from the Action drop down list.
- Enter the number of doses wasted in the Amount column.
- 3. Choose 'Wasted Doses' from the Category drop down box.
- 4. This brings up the **Reason Wasted** and **Preventive Action** boxes. Document what happened to the vaccine and how it can be prevented. Both of these boxes are required.
- 5. Click Save.







Reasons for Wastage

The following reasons may be recorded in the provided text box when using "Wasted Doses" in the Modify Quantity function to waste COVID-19 vaccine.

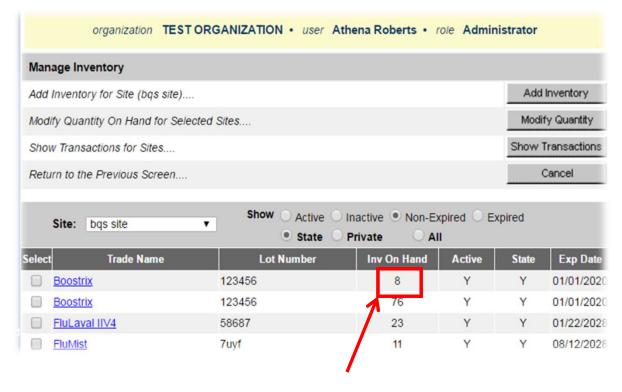
- Broken Vial/Syringe
- Expired Vaccine
- Failure to store properly upon receipt
- Lost or unaccounted for vaccine
- Mechanical failure Natural disaster/Power outage
- Open vial but all doses not administered
- Recall
- Storage Unit too cold
- Storage Unit too warm
- Vaccine drawn into syringe but not administered
- Vaccine spoiled in transit (Freezer/Warm)
- Insufficient Quantity Pfizer (5 doses obtain from vial, expected 6)
- Insufficient Quantity Janssen (4 doses obtain from vial, expected 5)
- Insufficient Quantity Moderna (13 doses obtain from vial, expected 14)

Audience



Step 5 of 5: Review Inventory

You are redirected back to the **Show Inventory** screen, where you can check to see that the dose(s) were subtracted.



Audience



New vs. Historical Immunizations



New vs. Historical Immunizations (1 of 2)

• Immunizations are documented as "new" or "historical" <u>depending on whether or not they were given using inventory managed in the NCIR.</u>

Inventory managed in the NCIR: Inventory that has been added (i.e. Lot Number, NDC, Quantity on Hand) in the NCIR and is being tracked in the NCIR. To view NCIR-managed inventory, click **Manage Inventory** and then **Show Inventory**.

- If the dose IS from NCIR-managed inventory, document as a **New Immunization Entry**.
- If the dose is NOT from NCIR-managed inventory, document as a **Historical Immunization**.





New vs. Historical Immunizations (2 of 2)

New Immunization Entry

 Doses from inventory managed by an organization in the NCIR

Historical Immunization

 Immunizations entered into NCIR, but not using an organization's current inventory (such as when recording an out-of-state record)





Adding and Editing New Immunizations

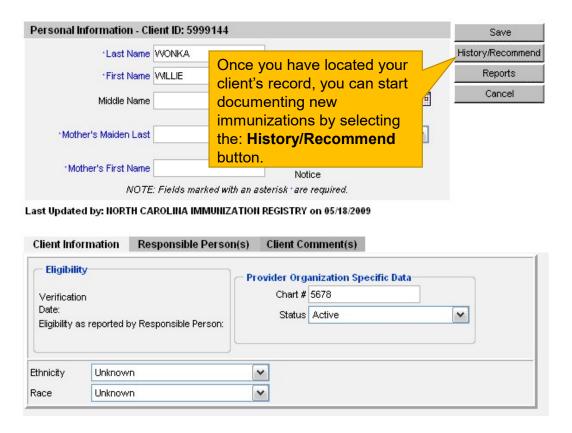


Steps for Adding New Immunizations



Step 1 of 4: Navigate to Client Record

- Locate client record.
- 2. Select History/Recommend.







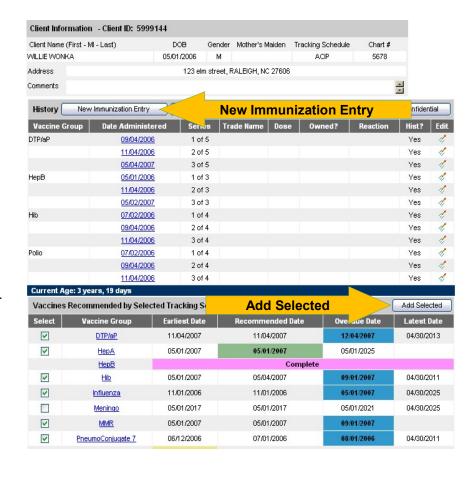
Step 2 of 4: Choose Method of Entering Immunization

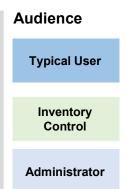
There are 2 ways to enter a live immunization from inventory.

1. New Immunization Entry

2. Add Selected

Both options will take you to the same entry screen. However, you must select the vaccines that you would like to document manually when **New**Immunization is clicked. Add Selected will add the selected immunizations (via the green check marks) automatically for you.

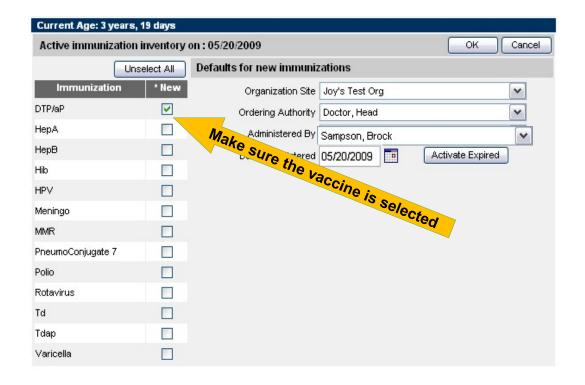






Step 3 of 4: Enter Live Immunization Details

- 1. Choose your organization in the Organization Site drop down box
- 2. Choose your Ordering Authority
- 3. Choose who administered the shot

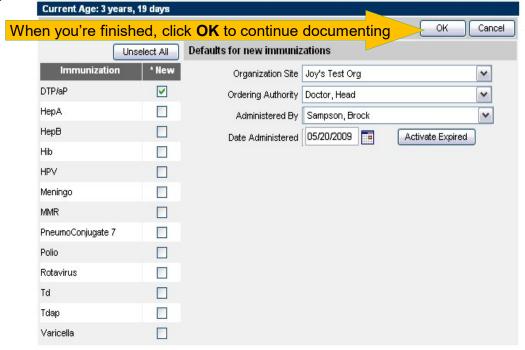


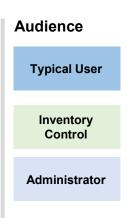




Step 3 of 4: Enter Live Immunization Details (cont.)

- Choose the date the shot was administered either by typing in the date or clicking on the calendar. (Note: you can leave the date administered box empty and it will default to the current date)
- 5. When you click on the calendar it will pop up and default to the current day. Click **OK**.
- When you're finished click OK.

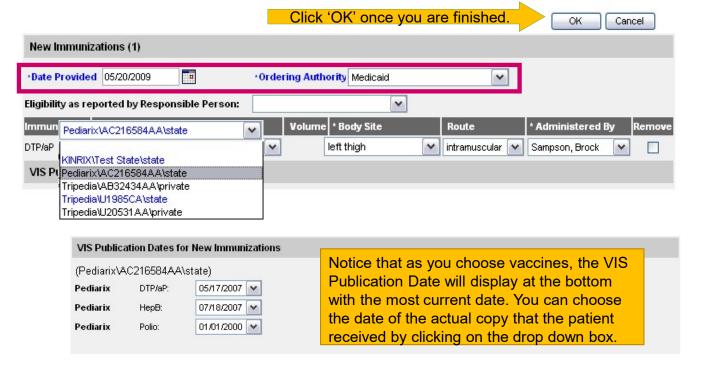






Step 3 of 4: Enter Live Immunization Details (cont.)

You must first verify the patient's Eligibility by selecting from the drop down box. You will not be able to progress past this screen without completing this step. The choices in the drop down box are the same choices that were available on the VAL forms.







Step 4 of 4: Review Submissions

The shots that you have entered will appear under the **History** section on the **History/Recommend** screen.









Contact your Regional Immunization Program Consultant (RIC)

The RIC Coverage Map with contact information is located on the Immunization Branch website: https://www.immunize.nc.gov/contacts.htm

NC Vaccines Help Desk

1-877-873-6247

(Monday – Friday 7:00 AM – 7:00 PM ET and Saturday 8:00 AM – 4:00 PM ET)

https://ncgov.servicenowservices.com/csm_vaccine

