

**From:** CT Department of Public Health <noreply-dphimmunizations@ct.gov>

**Sent:** Thursday, February 18, 2021 5:48 PM

**To:**

**Subject:** COVID-19 Vaccine Providers | Shipment Delays due to Winter Weather Conditions



Connecticut

**Department of Public Health**

Dear COVID-19 Vaccine Providers,

The winter weather this week has delayed vaccine shipments across the country. For Connecticut providers, the most significant delays have been for second dose shipments that should have arrived today, as well as a small number of second dose shipments that should have arrived last week.

The clinic disruptions because of these shipments have so far been minimal and we have worked to arrange redistributions of vaccine where needed and know that many COVID Vaccine providers have likewise collaborated to avoid cancellations. We also know that the longer these issues linger, the more likely it is that clinic operations will be more significantly impacted.

As of today:

- All Pfizer first-dose shipments arrived this week on schedule.
- Nearly all Moderna first-dose shipments arrived this week on schedule – those that have not yet arrived have tracking information and we are closely monitoring
- Second dose shipments which should be arriving today – as well as several second dose vaccine shipments that should have arrived last week – continue to be delayed. We are actively in touch with McKesson and Pfizer to make sure that these are packed and shipped as soon as their distributions efforts resume after being effectively paused due to storms

You should expect an email from McKesson or Pfizer when an order is sent out with tracking information—please monitor your email for this information. In addition, Jonathan Hartenbaum ([Jonathan.Hartenbaum@ct.gov](mailto:Jonathan.Hartenbaum@ct.gov)) can help to address additional questions.

We are unsure of when all delayed shipments will arrive, but we do expect that some shipments may be arriving this Saturday and that providers may need to make accommodation to receive shipments on this day and avoid shipments being returned. We will update you with more information about this tomorrow.

Finally, we want to remind if there are any disruptions to clinics due to snow, weather, or shipping delays:

- Please promptly and clearly notify your patients, including with information about rescheduling
- Hold make-up clinic hours within the week

If you need any additional support, please reach out to the DPH team and let us know how we can support you.

### **New order acknowledgements from McKesson**

Additionally, beginning with orders approved on Saturday, February 20, vaccine shipments to providers will be preceded by two emails from McKesson:

1. An **order acknowledgment email** that is sent once the order has been received into the McKesson system (NEW).
2. An **advance shipment email** that is sent once the order has shipped from the McKesson depot and contains the carrier tracking details.

Both of these emails will be sent to the provider (facility) level email address that is transmitted with the order in VTrckS. Both of these emails will be sent from: [CDCCNotifications@mckesson.com](mailto:CDCCNotifications@mckesson.com) (Note: This is a NEW email address for emails from McKesson. Providers should whitelist this address so that the emails are not blocked.)

We do not expect that deliveries will be attempted during off clinic hours, but we ask you to monitor your email and tracking information to be sure. If a delivery is attempted and no one is there to receive it, the shipment may be reattempted or ultimately end up back where it originated from.

### **Winter Weather and Appointment Cancellation Policy**

Continued winter advisories over the coming days and weeks may impact your patients and planned vaccine clinics. DPH strongly advises that any weather cancellations be rescheduled through make-up clinics to be held by the Sunday of that same week. As a provider, you should be prepared to schedule staff and address other logistics to support these make-up clinics.

Please let us know what help you need to maintain your clinic operations.



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