



How do I return vaccines?

Things You Should Know

Vaccines may need to be returned to the manufacturer.

For example, vaccine may have expired or may have been in a temperature excursion resulting in loss of vaccine.

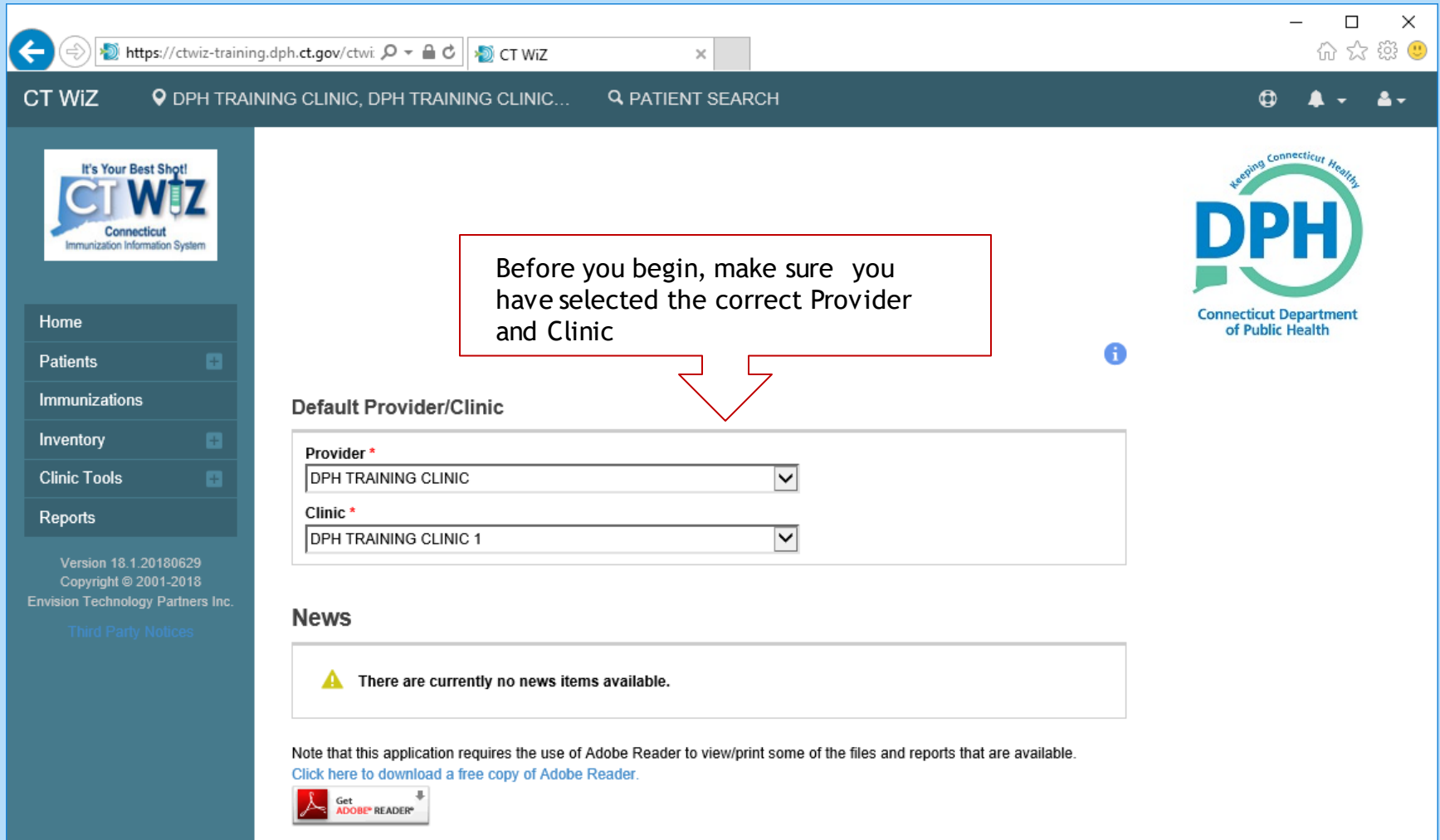
If you need to return vaccine, start by entering the information in CT WiZ. Once the return is approved, you will receive a shipping label from McKesson to return the vaccine.

According to VFC regulations, all expired vaccines should be removed from your storage unit upon expiration date, adjusted for in CT WiZ, and returned to the manufacturer according to VFC regulations.

You will learn to

- Use CT WiZ when returning a vaccine
- Check the status of a vaccine return

Home Screen - Begin Here



The screenshot shows the CT WIZ Home Screen in a web browser. The browser address bar shows the URL <https://ctwiz-training.dph.ct.gov/ctwi>. The page header includes the CT WIZ logo, a location pin for 'DPH TRAINING CLINIC, DPH TRAINING CLINIC...', and a search bar for 'PATIENT SEARCH'. On the left, there is a navigation menu with links for Home, Patients, Immunizations, Inventory, Clinic Tools, and Reports. The main content area features the DPH logo and a central message box that reads: "Before you begin, make sure you have selected the correct Provider and Clinic". Below this message is a form titled "Default Provider/Clinic" with two dropdown menus: "Provider *" set to "DPH TRAINING CLINIC" and "Clinic *" set to "DPH TRAINING CLINIC 1". Underneath is a "News" section with a warning icon and the text "There are currently no news items available." At the bottom, there is a note about Adobe Reader and a "Get ADOBE READER" button.

Before you begin, make sure you have selected the correct Provider and Clinic

Default Provider/Clinic

Provider *
DPH TRAINING CLINIC

Clinic *
DPH TRAINING CLINIC 1

News

⚠ There are currently no news items available.

Note that this application requires the use of Adobe Reader to view/print some of the files and reports that are available.
[Click here to download a free copy of Adobe Reader.](#)

Get ADOBE READER

Navigating to Vaccine Returns

CT WIZ WE LOVE KIDS PEDIATRICS CT, WE LOVE KIDS PEDIATRICS SOUTH, ... PATIENT SEARCH

It's Your Best Shot!
CT WIZ
Connecticut
Immunization Information System


- Home
- Patients
- Immunizations
- Inventory **1**
- Vaccines **2**
 - On-Hand
 - Reconciliation
 - Vaccine Orders
 - Vaccine Returns **3**
 - Vaccine Shipments
- Locations
- Clinic Tools
- Reports

Default Provider/Clinic


Provider *
WE LOVE KIDS PEDIATRICS CT

Clinic *
WE LOVE KIDS PEDIATRICS SOUTH

News

 There are currently no news items available.

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 Get ADOBE READER

1. Click on Inventory
2. Click on Vaccines
3. Click on Vaccine Returns

Starting a New Return

Click Here

Add New Vaccine Return

Vaccine Returns [Learn More](#)

Search

Clinic

(ALL)

Return Status

(ALL)

Return Reason

Return Type

Return Date Range

From: 05/31/2018 Through: 08/31/2018

Date Submitted to VTrckS Date Range

From: MM/DD/YYYY Through: MM/DD/YYYY

Previous Criteria

Clear

Search

- Home
- Patients
- Immunizations
- Inventory
- Vaccines
- On-Hand
- Reconciliation
- Vaccine Orders
- Vaccine Returns**
- Vaccine Shipments
- Locations
- Clinic Tools
- Reports

Starting a New Return - Select Your Clinic

Vaccine Returns [Learn More](#)

Cancel

Next

2

Add - Select Clinic

Clinic *

1

1. Click the drop down to choose your clinic, this is important if linked to multiple clinics.
2. Click on Next.

The dropdown list will include all the clinics you are affiliated with



Starting a New Return - Confirm Shipping and Deliver Information



Add Vaccine Order Creation Process i

Cancel

Next

2

Add

Clinic:DPH TRAINING CLINIC 2

Primary Shipping Contact

Name:
Phone:
Fax:
Email:

Shipping Address

450 CAPITOL AVE
HARTFORD, CT 06106

Delivery Information

	Delivery Time 1		Delivery Time 2	
	From	To	From	To
Monday	08:30	12:00	13:00	17:00
Tuesday	08:30	12:00	13:00	17:00
Wednesday	08:30	12:00	13:00	17:00
Thursday	08:30	12:00	13:00	17:00
Friday	08:30	12:00	13:00	17:00
Saturday				
Sunday				

Special Instructions:NO SPECIAL INSTRUCTIONS

I have reviewed the above shipping information and I certify the information is correct.

1

Review the shipping and delivery information for your clinic. If it is all correct:

1. Click the check box.
2. Click Next.

Refer to 'How do I change my clinic information?' if the shipping information needs to be changed.

Entering Return Information

Vaccine Returns ? i Learn More

Cancel

Links

Update

9

Edit

Clinic: DPH TRAINING CLINIC 2

Last Approved Return Date: MM/YY

Return Number: R08032018777800

Return Status: DRK

Return Type: RETURN ONLY

Return Reason: EXPIRED VACCINE

Return Created Date: 08/03/2018

Number of Shipping Labels: 1

Label Shipping Method: EMAILED TO PROVIDER EMAIL STORED IN VTRCKS

Date Submitted to VTrckS: MM/DD/YYYY

Clinic Comments: EXPIRED FLU

VFC Program Comments:

Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining

BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE

Doses Returning: []

Add Return

Vaccination	Mfg NDC	Brand/Packaging	Funding Src	Lot Number	Expiration Date	Doses Remaining	Doses Returned
Influenza Quad Inj P	IDB 19515-0909-52	FluLaval Quad P-Free 2017-2018 (10 x 1 syr)	STATE	123894	06/30/2018	10	10

1. In Return Type, choose RETURN ONLY.
 2. Select a Return Reason.
 3. Number of Shipping Labels is almost always 1, all vaccines usually fit in 1 box.
 4. Label Shipping Method is always E-Mail.
 5. In Clinic Comments write your spoilage letter. **This will go to the vaccine coordinator for review.**
 6. Choose vaccine to be returned - Begin typing Vaccine, NDC, Brand, or Lot Number. **Make sure you choose the correct lot number.**
 7. Enter number of returned doses.
 8. Click Add Return.
- Repeat steps 6-8 to add other vaccines.
9. Click Update to save the return.
 10. Click down arrow next to Update and then select Submit to VFC Program

Example of a Successfully Submitted Return

CT WIZ WE LOVE KIDS PEDIATRICS CT, WE LOVE KIDS PEDIATRICS SOUTH, ... PATIENT SEARCH

It's Your Best Shot! CT WIZ Connecticut Immunization Information System

Home
Patients
Immunizations
Inventory
Vaccines
On-Hand
Reconciliation
Vaccine Orders
Vaccine Returns
Vaccine Shipments
Locations
Clinic Tools
Reports

Vaccine Status has changed to **SUBMITTED FOR APPROVAL**

Cancel Links

Clinic: WE LOVE KIDS PEDIATRICS SOUTH
 Last Approved Return Date: MM/DD/YYYY
 Return Number: R08312018777700
 Return Status: SUBMITTED FOR APPROVAL
 Return Type: RETURN ONLY
 Return Reason: EXPIRED VACCINE
 Return Created Date: 08/31/2018
 Number of Shipping Labels: 1
 Label Shipping Method: EMAILED TO PROVIDER EMAIL STORED IN VTRCKS
 Date Submitted to VTrckS: MM/DD/YYYY
 Description:

Clinic Comments

VFC Program Comments

Vaccine | Mfg | NDC | Brand/Packaging | Funding Source | Lot Number | Expiration Date | Doses Remaining Doses Returning Add Return
 BEGIN TYPING A VACCINE, MFG CODE, NDC, BRAND/PACKAGING, FUNDING SOURCE, LOT #, OR DATE HERE

Vaccines To Return

Vaccination	Mfg	NDC	Brand/Packaging	Funding	SrcLot Number	Expiration Date	Doses Remaining	Doses Returned
1 Influenza Ped Quad P-Free	PMC	49281-0518-25	Fluzone Quad Ped 2017-2018 (10 x 1 syr)	VFC	879	06/15/2019	20	10



Tracking a Return

Navigate to Vaccine Returns

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Default Provider/Clinic


Provider *
WE LOVE KIDS PEDIATRICS CT

Clinic *
WE LOVE KIDS PEDIATRICS SOUTH

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 Get ADOBE READER

1. Click on Inventory
2. Click on Vaccines
3. Click on Vaccine Returns

Checking Return Status - Getting Started

Vaccine Returns [Learn More](#) Add New Vaccine Return

Search

1 Clinic (ALL) 2 Return Status (ALL)

3 Return Reason Return Type 4

Return Date Range From: 05/03/2018 Through: 08/03/2018 Date Submitted to VTrckS Date Range From: MM/DD/YYYY Through: MM/DD/YYYY

5 Previous Criteria 6 Clear Search

You can select the following fields to narrow the search for orders by:

1. Clinic
2. Order status: In Work (not submitted for approval), Submitted for Approval, Rejected, Approved.
3. Return reason
4. Return date range - Date ordered
5. Submitted to VTrckS date range - Date order was submitted to VTrckS
6. Click Search

An example of Approved Returns



Vaccine Returns [Learn More](#)

[Add New Vaccine Return](#)

Search

Clinic: WE LOVE KIDS PEDIATRICS SOUTH
Return Status: (ALL)
Return Reason:
Return Type:
Return Date Range: From: 05/31/2018 Through: 08/31/2018
Date Submitted to VTrckS Date Range: From: MM/DD/YYYY Through: MM/DD/YYYY

[Previous Criteria](#) [Clear](#) [Search](#)

Return Number	Return Date	Return Status	Return Type	Return Reason	Date Submitted to VTrckS	Return Detail
WE LOVE KIDS PEDIATRICS SOUTH - 7777						
R08152018777700	08/15/2018	APPROVED	RETURN ONLY	NATURAL DISASTER/POWER OUTAGE		View
R08312018777700	08/31/2018	APPROVED	RETURN ONLY	EXPIRED VACCINE		View

- Home
- Patients +
- Immunizations
- Education
- IZ Quick Add +
- Inventory -
- Vaccines -
- On-Hand
- Reconciliation
- Vaccine Orders
- Vaccine Returns
- Vaccine Shipments
- Locations