

STATE OF CONNECTICUT

DEPARTMENT OF PUBLIC HEALTH

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Commissioner



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Governor
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Immunization Program CONNECTICUT VACCINE PROGRAM (CVP)

TO: All CVP Providers

FROM: Mick Bolduc 

Vaccine Coordinator-Connecticut Vaccine Program

DATE: March 20, 2020

SUBJECT: Continuity of Operations during COVID-19 Pandemic

BACKGROUND

Amidst this difficult situation it is our hope that you are keeping yourself, your families, and your patients safe. Thank you for your dedication and sacrifices being on the front lines each day. Please review the following guidance related to key CVP Program operation areas.

AREAS OF CORE PROGRAM PRIORITY

Vaccine Ordering: CVP will continue to receive and process CVP order requests.

- Please **DO NOT FAX** any vaccine request, transfers, or returns. All forms should be electronically submitted via our website <https://portal.ct.gov/DPH/Immunizations/CVP---Information-for-Providers> or by email to dph.immunizations@ct.gov.
- Submit vaccine requests with enough inventory on hand to allow 3-4 weeks for the review, processing, and delivery of vaccine requests. Please adhere to this in the event of unforeseen delays.
- Vaccine orders cannot be cancelled once approved and processed. If your practice is unable to operate during stated business hours, and has placed an order which is pending approval, immediately notify the CVP at dph.immunizations@ct.gov.
- In order to protect your vaccine supply, please make sure your data logger is functioning properly for continued temperature monitoring. If practice closure is expected for several weeks, please make arrangements to transfer vaccines to other providers in your area, following CVP vaccine transport program guidance.

Vaccine Storage and Handling: Proper vaccine storage, handling, and temperature monitoring must always be maintained.

- Crosstrain staff in order to continue these tasks in limited staffing situations or if your clinic's vaccine coordinator(s) is diverted to COVID-19 response activities in your practice.
- Monitor, record, and review vaccine temperatures following program requirements. Ensure ALL practice's digital data loggers (DDLs) have a valid and current Certificate of Calibration.



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<https://portal.ct.gov/DPH/Immunizations/CONNECTICUT-IMMUNIZATION--PROGRAM>

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- Continue to respond to and report vaccine storage and handling incidents to your regional Epidemiologist or to dph.immunizations@ct.gov.

CVP Customer Service: Email will be the preferred method of contact

- We expect to continue with normal business hours. If you need to contact your vaccine coordinator or epidemiologist, please do so through e-mail. General questions can be sent to dph.immunizations@ct.gov. Make sure you provide your Provider Identification Number (PIN).

CVP Program In-Person Visits: ALL in-person site visits will be suspended until further notice in order to minimize the impact to your practice during this difficult time.

- All currently scheduled in-person visits have been postponed. This is also applicable to any new provider enrollment visits. If you have an immediate training need or an issue that cannot be resolved with the available resources, please contact the Immunization Program at dph.immunizations@ct.gov.

CVP Operation Communications: We will continue to utilize our website and your key program contact e-mails to share important information with your practice. The following links provide COVID-19 Information for you and your staff.

- Centers for Disease Control and Prevention (CDC) <https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- Connecticut Department of Public Health <https://portal.ct.gov/Coronavirus>
- AAP Clinical Guidance Q & A <https://services.aap.org/en/pages/covid-19-clinical-guidance-q-a/>