Department of Health and Human Services
Centers for Disease Control and Prevention

VACMAN Order Entry Success Tips

1. On the multi order entry screen, if you initially select a vaccine that is not on the order sheet but delete it later, the vaccine will still show up in the order history. However, it will not transmit so do not worry about transmitting an incorrect order.

2. When ordering non-CDC vaccine it is possible to change the price on screen even though you set it up in the price list. It will erase the current price. You must start over with the order.

3. Set up a shortcut list for the vaccine, including the presentations. Develop a table that includes which products, the NDC, and contract numbers, which provides a quick reference for minimum and maximum allowable orders. An electronic version of WA's shortcut list is attached to this message.

4. Develop a quality assurance (QA) strategy. Have experienced staff conduct a QA check for a certain percentage of the day's orders. Check several to ensure accuracy before they are transmitted. WA has seen a reduction in order error by using their QA strategy (attached).

5. When staff enter orders, double check the address and shipping instructions for errors.

6. Some grantees have had issues with saving address changes; VACMAN will only save addresses for that transaction. The trick is to save from the toolbar at the top, which allows the address to update in the database.

7. Not all historic inventory distribution by GIV (previous distributor) is showing up in the order history screen. One suggestion is to look at the provider distribution and order history screens to get a full picture.

8. Take a look at different processes; the multi order entry screen is good. You can see what was entered (e.g. if the system automatically switched brands). This is a good QA activity.

9. The rate of mistakes is high when selecting vaccine in the drop down menu. Some grantees have created a 3-character shortcut for every brand, which increases speed and reduces error. It is a 2-handed shortcut (the left hand types the code while the right hand types the number of doses). The vaccines that are not used are deactivated.

10. Addresses are disappearing in VACMAN; when you change or update an address; create a print out. If an address disappears, the print out can document the change.

11. VACMAN has a mechanism to alert a duplicate order. Before our users enter an order, go to the "current data" section of the multi-order entry screen to check. Deleting an order is difficult and requires you to scroll through hundreds of orders. One suggestion is to check the field first to prevent duplication of orders.

12. In the current version of VACMAN there is no longer an option to list viable vaccine transfers. If you have transfer forms to enter, do so prior to transition.

13. An example from CA: During the weeks prior to transition to McKesson, the inventory of certain vaccines ran out at our distributor. So, as we went live (first couple of weeks), some of our providers ended up getting partial orders from our distributor & a partial order (for the products that were not in stock) from McKesson. We recommend grantees set aside orders for which you do not have all of the products requested and submit them for fulfillment to one distributor.

Tip #4 Attachment: Example QA Strategy from Washington State.

Daily Order Triage and Address Verification:
- Each day, DOH staff will assess the vaccine orders as they arrive, and DOH staff will be deployed as necessary to ensure efficient, timely processing of vaccine orders.
- Staff will verify addresses on the order sheet and in VACMAN by checking multiple fields -- PIN, Name, Address, Contact information etc.
- Any discrepancies will be noted, VACMAN will be updated based on the order form received from the LHJ. The hard-copy order will be flagged to ensure follow-up in both VACMAN and CHILD Profile Immunization Registry. CHILD Profile Immunization Registry staff will be notified of changes in provider information.
- If a provider order is received, and they do not have a VACMAN PIN: 1) recheck VACMAN to ensure that the provider does not exist in VACMAN; 2) flag the order sheet, 3) check the provider information against the VFC Data Base to ensure there is a VFC Provider Agreement in Place. Note: Wendy Bowman is the point person on assuring provider agreements are in place, and she will follow-up the same day to get one in place. (The fax machine can be used to expedite this process).
- If Duplicates occur, PIN, name, address etc., call the LHJ to confirm what the correct information is. Any discrepancies will be noted, VACMAN will be updated based on the order form received from the LHJ, and hard-copy of the changes will be flagged to ensure follow-up in both VACMAN and CHILD Profile Immunization Registry. CHILD Profile Immunization Registry staff will be notified of changes in provider information.

Telephone / E-mail Based Customer Service:
- LHJs should direct their phone and e-mail inquiries to the DOH staff person identified as the primary contact for their county.
- DOH Staff will check their voice mail at a minimum between 11:30 and 12:00 daily, and the last half hour before the end of their work-schedule, and follow-up with LHJs the same day. They will also log issues that are identified by the caller.
- If phone calls or e-mail are not returned, the back-up person should be contacted.
- The Vaccine Manager can be contacted if issues are unresolved, or phone calls / e-mails not returned.
- DOH Staff will consult with content experts within the program to ensure appropriate response and actions related to order processing, vaccine storage and handling, etc.,

Order / Shipping confirmation:
- Staff will verify that the number of orders placed in VACMAN or CHILD Profile Immunization Registry is the same number of orders received from the LHJ, and e-mail the number of orders received and processed to the LHJ as confirmation that the orders were processed. LHJs can use this as confirmation that all orders that were faxed in or entered in CHILD Profile Immunization Registry have been processed.
- Return shipping information should be forwarded to LHJs in CHILD Profile Immunization Registry. If it is not possible to forward shipping information to LHJs via CHILD Profile Immunization Registry, and excel file or orders shipped to providers in their county will be created and sent to LHJs via e-mail.

Quality Improvement protocol:
- Each day, 5% of all orders in the queue awaiting approval for each LHJ batch will be reviewed at the individual provider order level and orders will be checked against faxed order to ensure the accuracy of the order for both demographic information and ordering data (doses requested, used last month and inventory on hand.)

This document can be found on the CDC website at:
http://www.cdc.gov/vaccines/programs/vmbip/downloads/vacman-order-entry-tips.pdf