

Proper Handling of Vaccines and Cooler Management



Vaccines Must Be Refrigerated at All Times

- Temperature should be between 35° and 45° F
- Temperature should be checked twice a day in the AM and PM
- Many stores have a check-off sheet to record:
 - Date
 - Time
 - Temperature
 - Initials of Store Employee
- Visit MoreRetailPower.com for a printable check off sheet



Date	Time	Temperature	Employee Initials
1/15	3:30	37°F	GS

Ordering Vaccines

- A staff member must be present at time of delivery
- Orders should be placed Monday-Wednesday
- Keep vaccines at the recommended temperature at all times
- Check for damage and expiration dates on newly arrived vaccines as well as those currently in the cooler

Expiration Dates

- All vaccines have an expiration date
- Keep vaccines with the shortest dating in the front and the longest dating toward the back

Rotation of Stock

- Vaccine rotation is very important
- Vaccines should be rotated on a regular basis
- Keep the closest expiration date up front in the cooler
- Expired vaccines can be returned to the distributor for a partial credit, check your distributor's return policy for details

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Importance of Maintaining Vaccine Inventory

- Perception is everything – your cooler should look full and orderly
- Customers can't buy what they can't see. They'll be unlikely to buy:
 - The last item on the shelf
 - Dusty or damaged items
- If they cannot find what they need, they will shop elsewhere

Selling Vaccines

- Once a customer makes a vaccine purchase, be sure they understand the importance of keeping vaccines properly cooled:
 - In transport
 - At home before use
- It is recommended to pack vaccines for transport using a:
 - Cooler of their own
 - A cooler bag provided by the retailer
- Add ice pack if trip time exceeds 15 minutes

Cooler Maintenance

- Obtain proper maintenance information from cooler manufacturer
- Best practices
 - Keep clean inside and out
 - Leave enough room between cooler and wall for proper ventilation
 - Electricity source with a surge protector
- Only keep vaccines in the cooler
- If possible, include a monitoring system in cooler
- Vaccine coolers must be:
 - In good working order to protect the valuable vaccine stock they hold
 - Consumer friendly for customer appeal

Test Your Knowledge

1. True or False: Temperatures should be between 35° and 45° F and checked twice a day in the AM and PM.

- ☒ A True
- ☐ B False

2. What are the best days of the week to place an order?

- ☒ A Monday – Wednesday
- ☐ B Tuesday – Thursday
- ☐ C Fridays
- ☐ D Anytime

3. True or False: Customers are more likely to buy from a full shelf.

- ☒ A True
- ☐ B False

ANSWERS: 1. True / 2. Monday – Wednesday / 3. True