2019-2020 Influenza (flu) Season – frequently asked questions

New this season: To process your orders more efficiently, the Vaccine Order Desk staff will respond to inquiries via email and/or fax only. Please email any questions to VMPIOrderRequests@peelregion.ca. We will respond to your questions within 2 business days.

Thank-you for your patience as we provide service to over 800 health care facilities in Peel.

Influenza vaccine order questions

For: physician offices, hospitals, long-term care facilities, retirement homes, community health centres and nursing agencies.

Q: When will I get my flu vaccine order?
A: Flu vaccine orders are typically processed within 4 weeks. This timeframe is dependent on the volume of orders, the amount of vaccine available at both the health unit and provincial level.

We expect to start distributing vaccine for high-risk patients as outlined in the NACI Statement on Seasonal Influenza Vaccine 2019-2020, during mid to late October. This group includes hospitals, long term-care residents and high-risk patients at physician practices.

All other orders will be processed after the Universal Influenza Immunization Program (UIIP) launch date in November. This includes orders for physicians immunizing members of the general population, retirement homes, nursing agencies, and educational institutions.

If you have been asked to submit your temperature logs with your flu order, please make sure to do so. Missing temperature logs will prevent us from processing your flu vaccine order.

Q: I didn’t get a phone call to confirm my delivery. How will you know what days my office is open?
A: We will not be confirming delivery via phone calls. The online influenza order form requires you to select the days of the week that you or your staff will be available to receive your delivery.

You will be notified of your vaccine delivery date by fax and/or email only, using the fax number or email address you provided on the online influenza vaccine order form. This communication will take place 1 to 2 business days before your scheduled delivery.

Q: Why am I getting less influenza vaccine than I ordered?
A: Your flu vaccine order could have been reduced for one or more of the following reasons:

- The amount of vaccine available at the provincial level
- The demand of flu vaccine orders exceeds how much vaccine is available to the health unit
- The volume of flu vaccine orders we receive
- Your facility’s vaccine fridge size (maximum 1 vaccine fridge) and number of shelves dedicated to flu vaccine
- Your facility’s historical flu vaccine usage and wastage

Q: I have more than one approved vaccine fridge. Am I able to receive more vaccine?
A: At this time, flu vaccine will only be released for storage in one fridge.

Q: My order was reduced in quantity. Will you send me the rest of my order automatically?
A: No, we will not automatically send you the rest of your order. Please place a new vaccine order when you are close to depleting your stock.

Q: I have a clinic booked and need my vaccine immediately. Can I get my vaccine sooner?
A: Due to the high volume of orders and the timing of receiving our vaccine supply, we are unable to expedite orders this season. Please schedule clinics once you receive your vaccine inventory.

Q: Where can I find out more information about this year’s influenza season?
A: Refer to the Ministry of Health’s Health Care Provider Q&A for more information.

Q: Where can I find the Vaccine Utilization Invoice(s) and who do I sent it to?
A: This is now called the Universal Influenza Immunization Program Reimbursement Form and it should be used by long-term care facilities, hospitals, and Community Health Centres
- The following types of providers do not need to complete this form: physicians, family health teams, retirement agencies, nursing agencies
- Submit the form monthly, by the 15th of the following month
- When completed electronically, the form allows you to submit online to the Ministry of Health at UIIP.MOH@ontario.ca
- Refer to the Ministry of Health’s information about community clinics for more info on criteria for reimbursable doses

2019-20 influenza vaccine questions

Q: Which vaccines are available this year and what is the age group eligibility?
A: You can expect to receive one or a combination of the following vaccines:

<table>
<thead>
<tr>
<th>Brand</th>
<th>Packaging</th>
<th>Age Group Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>FluLaval® Tetra</td>
<td>Multi-Dose Vial (10 doses per vial)</td>
<td>6 months and older</td>
</tr>
<tr>
<td>Fluzone® Quadrivalent</td>
<td>Multi-Dose Vial (10 doses per vial) or Single-dosed Pre-filled syringes (10 doses per box)</td>
<td>6 months and older</td>
</tr>
<tr>
<td>Fluzone® High-Dose</td>
<td>Single Dose Pre-filled syringes (5 doses per box)</td>
<td>65 years and older</td>
</tr>
</tbody>
</table>

One additional product QIV vaccine, Afluria® Tetra, will be available to pharmacists. It is indicated for individuals ages five years and older.

Q: My patient (under age 9 years) needs two doses of influenza vaccine. Should I administer the same product for both doses?
A: QIV products are interchangeable, so you can complete the series with a different brand. If available, it is preferable to complete a 2-dose series with the same product.
Q: Which influenza vaccine should individuals ages 65 years and older receive?
A: There is currently not enough evidence to directly compare high-dose TIV and QIV products. Below are some factors to consider:

- High-dose TIV has been shown to provide better protection against the influenza A(H3N2) strain compared to the standard-dose TIV formulations. A(H3N2) is associated with greater disease burden in this age group.
- QIV offers protection against the same strains contained in high-dose TIV with additional protection against a second influenza B strain. Influenza B occurs much less commonly in this age group.
- Given the options available, it is important to discuss the specifics of each available vaccine to assist the individual in their decision making. Vaccination should not be delayed waiting for a particular product.
- Clients should only receive one dose of flu vaccine per season (either HD-TIV or QIV).

Q: How long is a multi-dose vial good for once punctured?
A: Public Health Ontario endorses a 28-day post puncture expiry date.

Q: My patient has an allergy to Polymixin B & Neomycin what flu vaccine is safe to use?
A: Please refer to the product monographs for each product, to see the specific ingredients of the vaccines.

If your patient requires a specific vaccine due to allergies, please note this in the “Comments” section of the online flu vaccine order form.

Q: My patient has an allergy to egg protein, is it safe to administer the flu vaccine to them?
A: Any of the flu vaccines can be administered to egg allergic individuals.

Q: Where can I find out more information about the influenza vaccine?
A: Here are some helpful resources:

- Peel Public Health’s influenza page
- Ministry of Health Universal Influenza Immunization Program
- Ministry of Health Information for Individuals 6 months to 64 years of age
- Ministry of Health Information for Individuals ≥65 years of age
- NACI Statement on Seasonal Influenza Vaccine 2019-2020

**Pharmacy**

Q: How will I receive my flu vaccine orders?
A: Approved pharmacies in Peel will continue to receive their influenza vaccine orders through their assigned wholesale distributors.

Q: What type of flu vaccine will my pharmacy receive?
A: You can expect to receive the following flu vaccine from your vaccine distributor:
<table>
<thead>
<tr>
<th>Brand</th>
<th>Packaging</th>
<th>Administer to clients</th>
</tr>
</thead>
<tbody>
<tr>
<td>Afluria® Tetra</td>
<td>Pre-filled Syringes (10 doses)</td>
<td>5 years and older</td>
</tr>
<tr>
<td>FluLaval® Tetra</td>
<td>Multi-Dose Vial (10 doses per vial)</td>
<td>5 years and older</td>
</tr>
<tr>
<td>Fluzone® Quadrivalent</td>
<td>Multi-Dose Vial or Single-dosed Pre-filled syringes (10 doses per box)</td>
<td>5 years and older and older</td>
</tr>
</tbody>
</table>

**Q: When can I expect to receive the flu vaccine?**

**A:** Pharmacies started receiving their vaccine in late October.

**Q: How do I submit my temperature logs?**

**A:** Please email your logs to uiiptemplog@peelregion.ca or fax them to 905-565-9874, by the date listed on the schedule sent to you by Peel Public Health.

**Q: Where can I find the Vaccine Utilization Invoice(s) and who do I sent it to?**

**A:** This is now called the Universal Influenza Immunization Program Pharmacy Form. It should be completed by pharmacies that either:
- administered influenza vaccine to individuals without an OHIP card (will not receive reimbursement); or
- hired a health care agency to administer influenza vaccine (will receive reimbursement)
- Submit the form monthly, by the 15th of the following month
- When completed electronically, the form allows you to submit online to the Ministry of Health at UIIP.MOH@ontario.ca
- Refer to the Ministry of Health’s information for more information about reimbursement

**Q: When do I contact the local public health unit, instead of the Ministry or my wholesale distributor?**

**A:** Please contact the local public health unit with questions regarding: cold chain incidents, temperature logs, and vaccine wastage.
- Questions about vaccine administration and distribution can be directed to the Ministry of Health at UIIP.MOH@ontario.ca.
- Questions about vaccine ordering and vaccine delivery can be directed to your wholesale distributor.

**Workplace and educational institutions**

**Q: I’d like to hold a flu clinic at my workplace. How can I do this?**

**A:** The annual application process for participation in this year’s UIIP campaign ended on June 30. You can however hire one of these approved nursing agencies to hold a clinic for your employees and/or students.

**Q: What type of flu vaccine could we receive from Public Health?**

**A:** You can expect to receive the following flu vaccines or a combination of:
<table>
<thead>
<tr>
<th>Brand</th>
<th>Packaging</th>
<th>Age Group Eligibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>FluLaval® Tetra</td>
<td>Multi-Dose Vial (10 doses per vial)</td>
<td>6 months and older</td>
</tr>
<tr>
<td>Fluzone® Quadrivalent</td>
<td>Multi-Dose Vial (10 doses per vial) or Single-dosed Pre-filled syringes (10 doses per box)</td>
<td>6 months and older</td>
</tr>
</tbody>
</table>

Q: Our workplace serves high-risk clients. Can I place an order to receive influenza vaccine before the end of October?
A: Please place your orders in November, now that the vaccine is available for the general population. Please schedule clinics once you receive your vaccine inventory.