



## Actions Steps

1. Store vaccine under proper conditions as quickly as possible.
2. Call the vaccine manufacturer(s) to determine if vaccine can still be used.
3. Call your ISDH Field Representative.
4. Record problem, actions taken and outcomes below.

Date/Time & Initials	Problem (Too Warm, Too Cold, Power Failure, etc)	Actions Taken	Outcome

## Manufacturer Quality Control Office Telephone Numbers

Manufacturer/ Distributor	Telephone Number	Products
<b>GlaxoSmithKline</b>	(866) 475-8222 (866) 825-5249	Boostrix <sup>®</sup> Infanrix <sup>®</sup> Engerix-B <sup>®</sup> Kinrix <sup>™</sup> Havrix <sup>®</sup> Pediarix <sup>®</sup> Hiberix <sup>®</sup> Rotarix <sup>®</sup>
<b>Massachusetts Biological Labs</b>	(617) 474-3000 (617) 983-6400	Td (Generic)
<b>MedImmune, Inc.</b>	(877) 358-6478 (LAIV customer support) (877) 633-4411 (General customer support)	FluMist <sup>®</sup>
<b>Merck</b>	(800-609-4618 (800) 672-6372	Gardasil <sup>®</sup> RecombivaxHB <sup>®</sup> MMRII <sup>®</sup> RotaTeq <sup>®</sup> PedvaxHIB <sup>®</sup> VAQTA <sup>®</sup> Pneumovax <sup>®</sup> Varivax <sup>®</sup> Zostavax <sup>®</sup>
<b>Novartis</b>	(800) 244-7668	Fluviron <sup>®</sup>
<b>sanofi pasteur</b>	(800) 822-2463	ActHIB <sup>®</sup> FluZone <sup>®</sup> Adacel <sup>™</sup> IPOL <sup>®</sup> Daptacel <sup>®</sup> Menactra <sup>™</sup> Decavac <sup>®</sup> Pentacel <sup>™</sup> DT (Generic)    Tripedia <sup>®</sup>
<b>Wyeth</b>	(800) 999-9384	Prevnar <sup>®</sup>
<b>Centers for Disease Control &amp; Prevention Drug Service</b>	(404) 639-3670	Distributor for Diphtheria antitoxin
<b>Talecris Biotherapeutics</b>	(800) 520-2807	HBIG, IGIM, RIG, TIG
<b>Nabi Bio-pharmaceuticals</b>	(800) 635-1766	HBIG