

# WE HEARD YOU

York Region Public Health received just over 100 responses<sup>1</sup> to our Vaccine Order and Pick-up Customer Satisfaction Survey to learn about your vaccine ordering and pick-up experience. Key questions and your responses have been highlighted below.



**78%**

Agree the current vaccine ordering process is easy to complete



**83%**

Agree vaccine orders are processed in a timely manner



**86%**

Agree the vaccine pick-up process is easy to complete

## TIME FROM ARRIVAL TO RECEIVING YOUR VACCINE ORDER:



To avoid waiting more than 10 minutes, ensure your cooler temperature is between **+2°C to +8°C** (ideally **+4°C to +6°C**) at time of pick-up!

## OUR PROMISE TO YOU

*We promise to treat you with respect and integrity while providing high quality, evidence-informed and accessible programs and services.*

### OUR COMMITMENT TO YOU



Process vaccine orders within 3 to 4 business days<sup>2</sup>



Ensure that you have the right equipment for vaccine storage and transport<sup>3</sup>



Respond to your questions and concerns in a timely manner during regular business hours<sup>4</sup>

## OTHER KEY FEEDBACK

### AND QUESTIONS RECEIVED FROM YOU...

#### Why are my vaccine orders adjusted by public health?

Vaccine orders are adjusted to one month's supply, as per Ministry requirements, in order to minimize vaccine wastage. Our Registered Pharmacy Technicians analyze your fridge inventory and your previous orders to ensure adequate quantity is provided to meet your needs, while minimizing possible wastage.

#### Can we receive notification that our vaccine order has been received?

We are working on implementing a new vaccine ordering system, with a planned roll out in 2019. Vaccine order receipt notifications will be built into the system.

#### Can Public Health deliver vaccines directly to our office?

Some health units have set-up a "fee for delivery" model, where healthcare providers pay a fee to have vaccine orders delivered to their offices. YRPH has currently not adopted this model. If there is great interest among healthcare providers to adopt a "fee for delivery" model, we can consider exploring this for the future.

## FAST FACTS ABOUT PUBLIC HEALTH VACCINE INVENTORY PROGRAM

In 2017, **over 7,000 orders** were received and processed from community healthcare providers, resulting in approximately **541,000 vaccines distributed** valued at approximately **\$22,000,000**.

York Region Public Health is the first public health unit in Ontario to hire Registered Pharmacy Technicians to receive and process your vaccine orders, address vaccine adverse storage events and support you in ensuring vaccines are transported and stored correctly. Ongoing innovations like this help our program provide better support to your practice.

<sup>1</sup> Surveys completed between November 2017 and July 2018.

<sup>2</sup> Contingent upon the order documentation being filled in correctly and completely, no adverse storage conditions identified during the order process, vaccine availability and order volumes.

<sup>3</sup> York Region provides vaccine transport equipment (e.g., coolers, ice packs, refrigerated blankets, thermometers) free of charge to healthcare providers who don't have the equipment during cold chain maintenance inspections. Alternatively, vaccine transport equipment is available where you pick up your vaccines.

<sup>4</sup> Queue line: 1-877-464-9675 ext. 74033.

**PUBLIC HEALTH**

1-877-464-9675

TTY 1-866-512-6228

york.ca/healthprofessionals

18-5640

**York Region**