Vaccine Temperature Excursion Guidance

Effective Date: January 5, 2026
Issued by: Oregon Immunization Program (OIP)

Overview

Starting January 5, 2026, OIP will no longer analyze vaccine temperature excursions on behalf of providers. Providers will be responsible for:

- Determining vaccine viability, in consultation with manufacturers
- Taking appropriate follow-up actions
- Documenting and reporting excursions to OIP

This tipsheet outlines how to **prepare for**, **respond to**, and **document** vaccine temperature excursions.

What Is a Temperature Excursion?

A **temperature excursion** occurs when a vaccine is stored:

- Outside the recommended temperature range for **more than 30 minutes**, or
- Deviates by **more than 1°C (1.8°F)** from the recommended range

Excursions are **time-sensitive** and require **immediate action** to protect vaccine integrity and patient safety.

Manufacturer-Recommended Temperature Ranges

- **Refrigerated Vaccines:** 2°C to 8°C (36°F to 46°F)
- **Frozen Vaccines:** -50°C to -15°C (-58°F to +5°F)

- **Ultra-Cold Vaccines:** -90°C to -60°C (-130°F to -76°F)

Always refer to the **manufacturer's package insert** for specific guidance.

Preparing for excursions:

Familiarize yourself with your clinic's Vaccine Emergency Plan in the Vaccine Management Guide, and follow the provided steps.

Steps to Take for Every Excursion

Step 1: Identify the Cause and Take Immediate Action

- Refer to the **Oregon Vaccine Management Guide** for common scenarios and recommended actions.
- **Take Action** if the temperature is out of range for more than 30 minutes or by more than 1°C (1.8°F) and confirm plans to contact the manufacturer.

Step 2a: If the excursion happened in transit from the distributor or manufacturer:

Contact the shipping party with information

Step 2b: If the excursion happened after vaccine was first shipped from McKesson or the Manufacturer/Distributor: Contact the Manufacturer

Before contacting the manufacturer, gather the following information:

1. Temperature units used (Fahrenheit or Celsius)
2. Confirmation that affected vaccines are quarantined and labeled "DO NOT USE"
3. Whether temperatures have returned to acceptable range

4. If vaccines were moved to a backup unit (include time of transfer)
5. The highest or lowest temperature reached and the time the vaccine spent out of range.
6. History of previous excursions for affected vaccines
7. Presence of open multi-dose vials (eg: Polio)
8. Storage location of MMR II (fridge or freezer)
9. Whether any affected vaccines were administered
10. Cause of the excursion (e.g., power outage)

➞ **See Appendix A** for manufacturer contact details and stability tools.

Step 3: Mark or Remove Vaccines

For **non-viable vaccines**:

- Remove from physical inventory
- Remove from ALERT IIS using “Spoiled – Reported by Provider” and await shipping label
- Dispose of open vials in a sharps container

For **viable vaccines**, mark boxes with excursion data:

- **Fridge Excursion:** [#] hrs at max/min temp of [#]
- **Freezer Excursion:** [#] hrs at max/min temp of [#]
- **Cause of Excursion:** [brief description]

  MMR II Storage Note:
  We recommend storing MMR II in the **freezer**, as it is more stable during excursions.

Step 4: Document the Incident

Record the event in the **Vaccine Storage Troubleshooting Log** and retain with daily temperature logs. The Log Template is located at https://www.immunize.org/wp-content/uploads/catg.d/p3041.pdf

Step 5: Update OIP on Outcome

Once manufacturer guidance is received, report the following to the **Immunization Provider Help Desk**:

- High/low temperature and duration
- Cause of excursion
- Whether vaccine was deemed spoiled
- Whether spoiled vaccine was administered to any patients
- Consider including troubleshooting log (from step 4)

Help Desk Contact (email preferred):

- Phone: 800-980-9431
- Email: vfc.help@odhsoha.oregon.gov

Appendix A: Manufacturer Contact Information

For excursions during shipping from Manufacturer or Distributor:

From **McKesson**: Dedicated Vaccine Viability Telephone Line: 1-877-836-7123

Direct ship from **Pfizer**: Pfizer Customer service: 1 (800) 666-7248

note: different contact information is provided below for Pfizer product excursions that happen onsite at providers' offices.

Other distributor or direct ship manufacturer: contact that shipper through existing channels or information included in the shipping container with the vaccine.

For all other excursions (all that happen after vaccine has been received by provider):

AMGEN

- **Phone:** 800-772-6436 (800-77-AMGEN)
- **Tool:** Stability Calculator for Prolia®

Astrazeneca

- **Phone:** (800) 236-9933
- **Website:** https://contactazmedical.astrazeneca.com

Bavarian Nordic

- **Phone:** 844-422-8274
- **Email:** medical.information_na@bavarian-nordic.com

Dynavax

- **Phone:** 877-848-5100
- **Contact Webpage:** Dynavax Contact Webpage

GlaxoSmithKline (GSK)

- **Phone:** 877-356-8368
- **Stability Tool:** GSK Stability Calculator

Grifols

- **Phone:** 888-474-3657
- **Contact Webpage:** Grifols Contact Webpage

MassBiologics

- **Phone:** 617-474-3000
- **Contact Webpage:** MassBiologics Contact Webpage

Merck

- **Phone:** 800-672-6372
- **Stability Tools:** Merck Inquiry Form & Merck Medical Calculator
- **Special Instructions:**
  Be prepared to report time spent in specific temperature ranges (e.g., -14°C to -10°C, +9°C to +25°C).

Moderna

- **Tool:** Stability Calculator
- **Contact Webpage:** Moderna Contact Webpage

Pfizer

- **Phone:** 800-438-1985
- **Stability Tool:** Pfizer Stability Calculator

Sanofi Pasteur

- **Phone:** 800-822-2463
- **Stability Tool:** Sanofi Stability Calculator

Seqirus

- **Phone:** 855-358-8966
- **Stability Tool:** CSL Seqirus Stability Calculator