Are you a pharmacy with a question about the Publicly Funded Vaccine Programs in Ontario?

What is your question regarding?

1. vaccine orders
2. ordering process
3. delivery process

→ Contact McKesson / SDM

1. vaccine wastage
2. cold chain incidents
3. vaccine storage and handling
4. general vaccine program and/or immunization

Or if your pharmacy is unsure of who to contact.

→ Contact your public health unit

Pharmacy data, specifically:
1. administration
2. distribution
3. wastage

→ Contact the Ministry of Health

Pharmacy suspension
Suspensions will occur due to:
- having more than the acceptable % of remaining doses*
- not submitting temperature logs
- vaccine storage and handling issues, including cold chain incidents.

Does your pharmacy have more than the acceptable % of remaining doses*

Yes → Contact the Ministry of Health

No → Your pharmacy may not have submitted your temperature logs to your public health unit according to their schedule and/or resolved vaccine storage and handling issue(s).

→ Contact your public health unit

Contact information:
- McKesson: 1-800-387-6774
- Shoppers Drug Mart: As communicated by SDM
- Public health unit locator: www.phdapps.health.gov.on.ca/phulocator/
- Ministry of Health: vaccinesupplyandlogistics@ontario.ca
- UIIP website: www.ontario.ca/page/universal-influenza-immunization-program

*Acceptable % of remaining doses at the pharmacy	Time period (weekly)
60%	Nov 1 – 7
50%	Nov 8 – 14
40%	Nov 15 – 21
30%	Nov 22 – 28
20%	Nov 29 – Dec 12
10%	Dec 13 – Jan 9
5%	Jan 10 – 30
0%	Jan 31 – Mar 31