

## Frequently Asked Questions

### For Patients

#### **Why did this happen?**

Vaccines must be stored at specific temperatures to remain effective. We have found in our process vaccines were accidentally frozen. According to the manufacturer, this means they may no longer be effective. This affects some vaccines but not all vaccines given in the clinics.

#### **How do I know the new vaccine won't have the same problem?**

We have updated our process to ensure the vaccine is stored and transported with constant monitoring of the temperature to ensure it never falls out of range.

#### **Is it safe to repeat so many vaccines?**

Yes, this is safe, and we recommend revaccination for full protection. Your provider will follow nationally recognized clinical standards when developing a revaccination schedule for you or your child.

#### **Did getting the inactivated vaccine hurt me?**

No, getting the compromised vaccine is not harmful. The problem is that you might not be protected from getting the disease, so you need to get the vaccine again.

#### **Will this impact the ability for my child to attend school?**

This will not impact the ability for your child to attend school. We have been in communication with your school superintendent's office, and this will not impact your child's ability to attend school. We do, however, advise that you contact your child's primary care provider to schedule an appointment for vaccine administration, as this is necessary to ensure that they are fully protected against vaccine-related illnesses.

#### **How much will this cost?**

Vaccines will be repeated at no cost to you.

#### **For children under 2 years, what is the new immunization schedule?**

There is no simple answer here as it will depend on your child's current age, what, if any combination vaccines may have been received and catch up schedules. Please discuss this further with your provider.

#### **What medications were affected?**

Based on our data, medications that may have been frozen and rendered inactive include PPD (used for tuberculosis skin tests), injectable penicillin, and some insulin. If you were affected by any of these medications, and you require further testing or treatment, you will receive a letter or be contacted directly by a nurse or provider.