
ImmForm Helpsheet 5 – How to place emergency vaccine orders if ImmForm is unavailable

This helpsheet advises you how to place emergency vaccine orders if the ImmForm website is unavailable during normal service hours.

Introduction

Centrally purchased vaccines for the national routine immunisation programme can only be ordered online via the ImmForm website.

This helpsheet advises you how to place emergency orders if ImmForm is unavailable. An order will be considered an 'emergency' if it needs to be placed that day in order to meet the deadline for the next scheduled delivery. The ordering deadline is 11:55 am, two working days before your delivery day (e.g. the deadline is 11:55 am Thursday for Monday deliveries). This emergency order service is only available during normal ImmForm helpdesk service hours (working days 9:00am to 5:00pm). Routine orders and other changes (e.g. amending or cancelling orders) should wait until ImmForm is available again.

Things to check before contacting us

- **Is ImmForm under maintenance?**

Maintenance work is usually done outside of ImmForm service hours, i.e. between 6pm and 8am. If for some reason, we have had to carry out emergency work during normal service hours (working days from 8:00 am to 6:00 pm), we will be able to place emergency orders for ImmForm customers on their behalf.

Please note: A message will be displayed on the website when ImmForm is undergoing planned maintenance. We will only process emergency orders if ImmForm is unavailable during normal service hours.

- **Can you access ImmForm?**

If you can't access the ImmForm login page (www.immform.dh.gov.uk), please check that your system meets the minimum requirements and go through the relevant steps in the troubleshooting helpsheet, including contacting your local IT support team, to rule out any local problems.

Tip: ImmForm helpsheets, including 'Helpsheet 2 – System requirements' and 'Helpsheet 3 – Troubleshooting' are published on the DH website at www.immunisation.dh.gov.uk/immform-hespsheets

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How to place an emergency order

Emergency orders can be placed via email (Helpdesk@immform.org.uk) using the **Emergency Order Form** (see page 3), as it provides a record of your order for audit purposes and enables us to process the orders more quickly. However, if you have lost your internet connections locally and are unable to email your order, we will accept emergency orders via fax (**020 7972 4556**).

Tip: ImmForm helpsheets, including 'Helpsheet 13 – Vaccines available via ImmForm' are published on the DH website at www.immunisation.dh.gov.uk/immform-helpsheets

Please note that it is the responsibility of the person ordering vaccines to ensure they place their orders before the cut off time (11:55 am, two working days before delivery day). Arranging out of schedule deliveries disrupts our already complex delivery logistics and will not normally be considered. However, if you believe that the delay in receiving vaccines will severely interfere with the vaccination of children, please email vaccine.supply@dh.gsi.gov.uk.

Vaccine delivery queries

The ImmForm Team are **NOT** responsible for the **delivery** of vaccines once ordered. For any queries about vaccine deliveries, please contact Movianto customer services on 01234 248632 or email them on customercare.uk@movianto.com.

Emergency Order Form

Name: _____ Date: _____

Movianto acc no: _____ Practice code: _____

Email address: _____ Telephone no: _____

Scheduled delivery day (tick ✓): Mon Tue Wed Thur Fri

Reason for request (tick ✓): No local internet ImmForm unavailable

Other (please specify) _____

IT helpdesk number (if access problems are due to local issues) _____

IT helpdesk contact name: _____

| Product | Description | Brand name | Doses needed |
|--------------|--|--------------------------|--------------|
| BCG | BCG intradermal (1 pack contains 100 doses) | BCG SSI | |
| dTaP/IPV | Diphtheria, tetanus and acellular pertussis with inactivated polio | Repevax (Pregnant Women) | |
| dTaP/IPV | Diphtheria, tetanus and acellular pertussis with inactivated polio | Repevax (Infants) | |
| DTaP/Hib/IPV | Diphtheria, tetanus and acellular pertussis and Hib with inactivated polio | Pediacel | |
| DTaP/IPV | Diphtheria, tetanus and acellular pertussis with inactivated polio | Infanrix/IPV | |
| Hib/MenC | Hib/Meningococcal group C conjugate | Menitorix | |
| HPV | Human papillomavirus | Cervarix | |
| HPV | Human papillomavirus | Gardasil | |
| MenC | Meningococcal group C conjugate | Menjugate | |
| MenC | Meningococcal group C conjugate (1 pack contains 10 doses) | Meningitec | |
| MMR | Measles, mumps and rubella | MMR VaxPRO | |
| MMR | Measles, mumps and rubella | Priorix | |
| PCV | Pneumococcal conjugate (1 pack contains 10 doses) | Prevenar13 | |
| PPD | Tuberculin PPD – Routine Screening (1 pack contains 100 doses) | PPD-2TU | |
| PPD | Tuberculin PPD – Clinical diagnostic purposes (1 pack contains 100 doses) | PPD-10TU | |
| Td/IPV | Tetanus and low dose diphtheria with inactivated polio | Revaxis | |
| VIPA | European Viper Venom | Viper Venom | |

Email: helpdesk@immform.org.uk

Fax: 020 7972 4556 if e-mail is unavailable (please confirm receipt of order)