



## FAQs

# Influenza Season - 2020

### May I change my order?

Once your order has been approved, you will receive an email notification, and the order **cannot be changed**.

If you have made an **error** or **over-ordered** by mistake, please on-forward the email notification that you received when your order was approved to [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) so that we can help to correct the order.

If more vaccines are required, simply place a new order for any additional vaccines required, and the orders will be consolidated to your account. Occasionally additional orders may arrive in separate deliveries.

Please refer to the [Toll system](#) for information and the [User Guide](#).

### How do I know if my order has been approved?

Check the email inbox associated with the online ordering account for an **email confirming** that your order has been approved, with products and dose details.

Alternatively, you can check your order history in your [Toll system](#) account. All your orders are listed in your orders history. Check the [User Guide](#) for assistance.

### When will my orders be delivered?

An email notification is generated to your inbox when your order has been approved. Another email is generated when vaccines have been packed. Generally, vaccines are delivered the next business day.

**Provided your order was placed before your ordering deadline**, vaccines will be delivered according to the **normal delivery schedule**. It is your responsibility to know your delivery dates.

### What is my delivery day / may I have a copy of the delivery schedule?

#### **Metropolitan**

Your delivery area and next scheduled delivery dates are displayed in your Toll system account, and the overall schedule is also available to print.

#### **Regional**

Regional hospital pharmacies on-send your orders. Please check with your regional pharmacy for more information.

### My order hasn't arrived yet today?

During influenza season or when public holidays fall, you may experience delivery delays. Deliveries may also be re-scheduled due to public holidays. You will be notified of any changes to delivery dates should these occur.

**As the Toll system does not have capability to track orders (i.e. delivery status), our team are unable to respond to queries regarding this.**

If you have not received your order(s) by close of business, please ensure that you received the original approval email within your ordering deadline timeframe, and you have received a 'ready for distribution' email confirmation.

To follow up outstanding orders (not line items), on-forward your email notification to [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au)

### May I receive an urgent delivery or collect an order?

Urgent deliveries are made in instances of critical patient care and public health emergencies. Writing an order note within your order is the best mode of communication if this is the case.

Due to COVID-19 **collects are not available**. We are working to update this information as changes occur, and will work with providers to ensure supply and timely deliveries.

### **My order was not supplied in full, why is this so? When will I receive the outstanding products?**

If your order was approved but the product you ordered was not supplied in full, the product is not available.

The day prior to your vaccine being distributed the system will send you a 'ready for distribution' email. Please refer to this email.

If the product is indicated as being on 'backorder' then you will receive the outstanding products when they are next available.

Products that are ordered but on backorder will appear on 'ready for distribution email' and *not* on the consignment packing slip.

### **A vaccine I need is not available on the online ordering system, what does this mean/when will the vaccine be available?**

**The vaccine you require is not available.** Please order the vaccine when the product becomes available again through our online ordering system.

**We cannot provide an ETA on vaccine availability but will ship to you when it arrives.**

### **My order was reduced, why is this so?**

WA Health endeavours to ensure equitable access to vaccine for all Western Australians.

As such, the vaccine orders team may adjust order quantities according to stock levels within the warehouse, other orders that have been placed or your vaccine ordering history. Including a note in your order to substantiate ordering amounts (e.g. the size of the practice) can assist with this process.

### **I have a query about my upcoming delivery, how do I know what vaccines I will be receiving?**

Please check your email linked to the system. The day before your delivery is sent, the system will generate a 'ready for distribution' email which will specify the contents of your delivery. If you have queries regarding contents please see above.

### **We have excess influenza vaccine, what should we do?**

Please advise [vaccineorders@health.wa.gov.au](mailto:vaccineorders@health.wa.gov.au) of the vaccine brand and dose numbers via email or as an order note. We will then liaise with providers in your area to contact you to access the vaccine. We encourage providers to share vaccine in the community as long as the vaccine is kept in cold chain as per the [National Vaccine Storage Guidelines - 'Strive for 5'](#)

### **Where can I get the most up-to-date information regarding immunisation?**

Communications are sent to providers via Vaccine Updates emails and/or the email address linked to your vaccine ordering account. Go to the link below to subscribe or to order vaccine resources and posters

[http://ww2.health.wa.gov.au/Articles/F\\_I/Immunisation-provider-information-and-resources](http://ww2.health.wa.gov.au/Articles/F_I/Immunisation-provider-information-and-resources)

### **Other useful information:**

Vaccine Orders: <https://wa.tollhealthcare.com/>

**This document can be made available in alternative formats on request for a person with disability.**

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