

# Pharmacy Questions and Answers: Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies

September 1, 2021

Pharmacists participating in Ontario's Universal Influenza Immunization Program (UIIP) receiving publicly funded influenza vaccine must be familiar with the [Vaccine Storage and Handling Guidelines](#).

For more information on:

- the UIIP, please review the [ministry's website](#) or contact [UIIP.MOH@ontario.ca](mailto:UIIP.MOH@ontario.ca)
- Health Network System (HNS) claims issues, pharmacy staff may contact the ministry's Ontario Drug Benefit (ODB) Help Desk and refer to the [Ontario Drug Programs Reference Manual](#)
- resources including patient consent forms, patient questionnaires and permanent personal immunization records, pharmacists should contact the [Ontario Pharmacists Association](#)
- injection training and scope of practice, pharmacists should contact the [Ontario College of Pharmacists](#)

These Questions and Answers (Qs & As) and the accompanying Executive Officer (EO) Notice Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies set out the terms and conditions for a participating pharmacy's submission of claims for payment (claims) for administering publicly funded influenza vaccines to eligible Ontarians. Each document is a ministry policy that pharmacy operators must comply with under section 3.2 of the Health Network System (HNS) Subscription Agreement for Pharmacy Operators.

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## Overview

### 1. What is the pharmacist’s role in the administration of the publicly funded influenza vaccine to Ontarians?

Currently, injection-trained pharmacists (or trained pharmacy staff<sup>1</sup>) retained by eligible pharmacies<sup>2</sup> (“pharmacies”) may administer the publicly funded influenza vaccine to eligible people two years of age and older<sup>3</sup> who live, work, or go to school in Ontario in strict accordance with an approved UIIP User Agreement and Health Network System (HNS) Subscription Agreement, including the ministry policies that form part of the HNS Subscription Agreement. Please refer to the [ministry website](#) for the timelines for the immunizations of specific populations.

### 2. What are the publicly funded influenza vaccines that are available to pharmacies?

The names and drug identification numbers (DINs) of the publicly funded injectable influenza vaccines are listed on the Executive Officer Notice that is published in October at the start of each influenza season. The list is also noted in the [Ontario](#)

<sup>1</sup> “Trained pharmacy staff” in this document refers to injection-trained pharmacy students and pharmacy interns who are administering the influenza vaccine under the supervision of a pharmacist.

<sup>2</sup> See EO Notice Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies, available [here](#), for more information about which pharmacies are eligible for the UIIP.

<sup>3</sup> Additional age restrictions may apply depending on the vaccine product.

[Drug Programs \(ODP\) Reference Manual](#) Section 6.15. These are the vaccines that pharmacies can order<sup>4</sup> at no cost and administer to eligible Ontarians for that specific season, at no cost to patients.

### 3. Which influenza vaccine should an individual age 65 years and older receive?

Individuals aged 65 years and older are eligible to receive a quadrivalent vaccine, the Fluvad<sup>®</sup> trivalent vaccine or the Fluzone<sup>®</sup> High-Dose Quadrivalent vaccine. It is important to note that all publicly funded influenza vaccines provide strong protection.

Given the options available for vaccination for those age 65 years and older, it is important to discuss the specifics of each available vaccine to assist the individual in their decision making. Please refer to *the Health Care Provider Qs & As: Information for Individuals ≥65 years of age* fact sheet on the [ministry website](#).

### 4. How will the public know which pharmacies in Ontario are providing publicly funded influenza vaccines?

The ministry will continue to urge the public to contact their pharmacy or health care provider to ensure influenza vaccine supply is available.

Pharmacies will also continue to self-promote that they provide the influenza vaccine (flu shot) through radio, television and on-line advertisements as well as in-store signage.

### 5. How do pharmacies obtain the publicly funded vaccines?

All pharmacies will order publicly funded influenza vaccines (at no cost) through McKesson, Kohl and Frisch or Shoppers Drug Mart. The pharmaceutical wholesaler will be assigned to each pharmacy by the ministry. There will NOT be any changes to the distributor assignments. As Kohl and Frisch is a new distributor this year, they will be reaching out to pharmacies to set up logistics for vaccine ordering and delivery.

To order more influenza vaccine, please contact your distributor and review section 7 in the Welcome Package emailed to your pharmacy.

Initial vaccine orders are anticipated to be delivered between October 12 and October 26. Influenza vaccine should be offered to eligible high-risk individuals as soon as it becomes available at your pharmacy. Contact your assigned distributor for more information about local distribution. Once you have received your first vaccine order,

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<sup>4</sup> Inclusion of a product in the list of publicly-funded vaccines available for pharmacies to order does not guarantee supply of the product through participating pharmaceutical wholesalers.

you may begin to place reorders beginning the week of October 27. As most pharmacies receive next day delivery, to maximize the use of vaccine, pharmacies should order small quantities of vaccine as required.

**6. Are pharmacists authorized to administer non-publicly funded influenza vaccines?**

To receive payment from the ministry, pharmacists (or trained pharmacy staff) can only administer publicly funded influenza vaccines in accordance with applicable terms and conditions. For questions on whether a pharmacist or trained pharmacy staff have the authority to administer the non-publicly funded vaccines outside of the UIIP, please contact the [Ontario College of Pharmacists \(OCP\)](#).

### Eligibility

**7. Are all individuals eligible for the publicly funded influenza immunization administered by pharmacists?**

No. Pharmacists (or trained pharmacy staff) can only administer the publicly funded influenza immunization by injection to people two years of age and older who live, work, or study in Ontario. Many of the vaccines have age parameters for administration.

Influenza immunization should be prioritized as follows:

- End of September to early-October:
  - Hospitalized individuals and hospital staff
  - LTCH residents and staff
- October:
  - Individuals at high-risk for flu related complications or hospitalization (group 1) and health care providers
- November:
  - General population (including groups 2, 3, and 4).

Please refer to the [ministry's website](#) for further details on prioritization of specific populations.

**8. Are patients required to provide consent before pharmacists administer the flu immunization?**

Yes. Completion of a consent form is required by the patient or the patient's substitute decision-maker prior to administering the influenza immunization.

To obtain a consent form, pharmacists may contact the [Ontario Pharmacists Association \(OPA\)](#).

**9. Can a person who does not have an Ontario health number<sup>5</sup> still receive the publicly funded influenza vaccine at a pharmacy?**

Yes. A pharmacist (or trained pharmacy staff) can administer the publicly funded influenza vaccine to someone without an Ontario health number provided they are at least 2 years old (see age restrictions in the Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccine in Ontario Pharmacies) and have valid documentation that they live, work, or study in Ontario.

If a pharmacist (or trained pharmacy staff) administers the influenza vaccine to a patient **without** an Ontario health number, the pharmacist must submit the claim using the ministry assigned Proxy ID in lieu of an Ontario health number. Please refer to the [ODP Reference Manual](#) Section 6.15 for more details on claims submissions.

**10. Can a patient be an Ontario Drug Benefit (ODB) recipient and not have an Ontario Health Card?**

Yes. There may be circumstances when a patient who is an eligible ODB recipient is issued a temporary health number by the Ministry of Children, Community and Social Services that is used until the official Health Card is issued or is not eligible for an Ontario Health number but has a paper Drug Benefit Eligibility Card. If such a patient is age 2 and over and is requesting a flu shot, the pharmacist will use the temporary health number or eligibility number to submit the claim for payment through the HNS.

**11. Can a pharmacist still submit a claim for payment for the administration of the influenza vaccine if a patient forgot to bring his/her Ontario health card number?**

No. If the patient has an Ontario health card number, then the pharmacist needs the patient's Ontario health card number in order to submit the claim for payment through the HNS.

### **Ministry Payment**

**12. How much does the ministry pay pharmacists to administer the influenza vaccine?**

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<sup>5</sup> In these Qs + As, Ontario health number means Ontario Health Card Number or ODB eligibility number issued by the Ministry of Children, Community and Social Services for some ODB eligible recipients.

The ministry pays pharmacies \$8.50, an increase from the fee that was first established in 2012, for the costs associated with administering an injectable publicly funded influenza vaccine when a claim for the vaccine is submitted through the HNS.

Pharmacies will not receive payment under the UIIP if administering a non-publicly funded influenza vaccine (i.e., an influenza vaccine that is not listed on the annual ministry notice and shipped to the pharmacy through the UIIP).

**13. How much does the ministry pay a pharmacist if required to administer an epinephrine auto-injection as emergency treatment for patients experiencing a serious adverse drug reaction due to the publicly funded influenza vaccine?**

The ministry will reimburse pharmacies the acquisition cost (no mark-up, dispensing or service fee) of approved epinephrine auto-injection products up to the total amount reimbursed (i.e., see Table 2 in the Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccine in Ontario Pharmacies) when used in this circumstance.

Pharmacists may submit claims for payment using the ministry's HNS for epinephrine auto-injection of individuals with a valid Ontario health number. For those without an Ontario health number, pharmacists can submit claims using the Proxy ID.

Please refer to the [ODP Reference Manual Section 6.15](#) for details on claims submission.

**14. Does the ministry pay the pharmacist directly or the pharmacy?**

The ministry pays the pharmacy.

### **Pharmacist Training**

**15. Are all Ontario pharmacists able to administer the influenza vaccines to eligible Ontarians?**

Only injection-trained pharmacists (or trained pharmacy staff) registered with the OCP as having completed an approved training program can administer the publicly funded influenza vaccine by injection. The injection-trained pharmacists / pharmacy staff are listed on the OCP member registry website.

For more information on injection training please contact the [OCP](#).

### **Pharmacy Participation**

**16. Will all Ontario pharmacies provide the publicly funded influenza vaccine?**

No. Only pharmacies that meet certain eligibility criteria are eligible to participate in the UIIP. Please see the accompanying Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccine in Ontario Pharmacies for more information.

**17. How does a pharmacy get approved to administer the influenza vaccine in Ontario?**

To get approved, pharmacy managers must complete the ministry's [User Agreement for Pharmacies Requesting Publicly Funded Influenza Vaccine](#) each year.

For more information on the User Agreement, please email the ministry at [UIIP.MOH@ontario.ca](mailto:UIIP.MOH@ontario.ca).

**18. What are the User Agreement requirements?**

Some of the pharmacy requirements under the User Agreement include:

- Having at least one trained pharmacist on staff to administer the influenza vaccine,
- Meeting Ontario's [Vaccine Storage and Handling Guidelines](#), and
- Having an approved cold chain inspection of the pharmacy refrigerator by the local public health unit.

For complete information on pharmacy requirements under the User Agreement, please review the information on the [ministry's website](#) or email [UIIP.MOH@ontario.ca](mailto:UIIP.MOH@ontario.ca).

**19. What type of personal protective equipment (PPE) do pharmacists need in order to administer the influenza vaccine?**

Resources and guidance for PPE can be found on the [OCP](#) website.

**20. Is PPE available for pharmacies that administer the flu vaccines?**

Yes. The ministry has a dedicated supply of PPE that is available during the 2021/2022 influenza season for pharmacies participating in the UIIP.

Note that there is an allocation framework in place depending on the current supply and not all orders for PPE may be filled. The ministry's supply of PPE must ONLY be used to support the activity of pharmacies administering the publicly funded flu vaccine.

**21. How do I access the ministry supply of PPE to support the administration of the influenza vaccine through UIIP?**

Pharmacies may order PPE by accessing the Remedy online intake form at this link: <https://ehealthontario.on.ca/en/health-care-professionals/ppe-intake?a=ppe-intake>  
Pharmacies that belong to a banner or chain corporation should work through their corporate head office, who may centrally coordinate order and facilitate distribution. Independent pharmacies may order PPE directly from the website.

**22. What other procedures must be followed during the COVID-19 pandemic?**

Pharmacy professionals should continue to follow the [guidelines](#) set out by public health officials. Pharmacies have a shared responsibility for informing and educating the public on COVID-19, including promoting infection control and preventative measures. Resources can be found on the [OCP](#) website.

**Documentation Guidelines**

**23. What are pharmacists required to document when providing the influenza immunization vaccine to eligible patients?**

In accordance with the UIIP requirements and the *Pharmacy Act, 1991*, the pharmacist must keep a record of every dose of publicly funded influenza vaccine administered and must:

- Document the name of vaccine administered, strength/dose (where applicable), quantity, lot number, expiry date as well as route and site of administration
- Document the time of administration, date and location – i.e. where the vaccine was administered
- Document the name, date of birth and the address of the patient
- Ensure the consent form is signed and dated by the patient or the patient’s substitute decision maker, as applicable
- Document the name, pharmacy address and signature of the trained pharmacist (or trained pharmacy staff) who administered the vaccine
- Provide a written or electronic record of influenza immunization to the patient

Record any serious adverse events following immunization that may or may not result in the administration of epinephrine, and the circumstances relating to the administration of the substance. Pharmacists must also meet the OCP policies and



guidelines, such as the OCP's [Record Retention, Disclosure and Disposal Guidelines](#) and [Documentation Guidelines](#).

Please refer to question 32 and 33 in regard to reporting requirements for adverse events following immunization.

Please note that for the purpose of billing, pharmacists must enter the patient's date of birth, and Ontario health number into the pharmacy's HNS. Failure to do so will affect future claims transaction for non-ODB recipients. In addition, by identifying the date of birth, pharmacists can align the appropriate vaccine to the patient's age group.

Documentation forms are not standardized; however, the OPA provides a comprehensive form that may assist pharmacies with their record keeping obligations under the UIIP. Refer to the OPA [Influenza Immunization Resources](#).

**24. How long must I keep the influenza immunization and/or an epinephrine auto-injector administration record on file?**

As for any HNS claim, pharmacies must keep a record of the required documentation. All pharmacy documentation records relating to the administration of the influenza vaccine claim (and epinephrine auto-injector, if applicable) are part of the patient's medication record.

Pharmacists shall keep records consistent with their obligations under the *Pharmacy Act, 1991*, the *Drug and Pharmacies Regulation Act*, and any instructions or guidelines provided by the OCP or the ministry.

For purposes of post-payment verification, pharmacy records related to claims for administering a publicly funded influenza vaccine (or epinephrine auto-injector) must be maintained in a readily available format for the purpose of ministry inspection for a minimum of 10 years from the last recorded pharmacy service provided to the patient, or until 10 years after the day on which the patient reached or would have reached the age of 18 years, whichever is longer.

Overpayments due to inappropriate claim submissions are subject to recovery.

In addition, pharmacists are expected to review and adhere to the OCP [Record Retention, Disclosure and Disposal Guidelines](#).

**25. What will happen if I forget to document or misplace the documentation?**

If there is no documentation, incorrect or incomplete documentation, the administration fee that is claimed is subject to recovery by the ministry. Documentation is also important in the event of an adverse reaction following an immunization or if a patient follows up with the pharmacy for their influenza vaccine record. For questions

related to failing to document or maintain documentation in the context of the OCP requirements, please contact the [OCP](#).

**26. What documentation must pharmacists provide to the patient after administration of the flu vaccine?**

To help patients keep track of their influenza vaccine, pharmacists must provide a written record (i.e., electronic or paper based) of the influenza immunization product administered, including the date.

This can be accommodated by providing the patient with a permanent personal immunization record. Patients should keep this record in a safe place, and it should also be readily available on file at the pharmacy.

For more information on forms, pharmacists can refer to the OPA [Influenza Immunization Resources](#), which includes resources such as a template for patient consent forms, patient questionnaires and permanent personal immunization records.

**27. What documentation does the ministry require for an epinephrine auto-injector claims submission?**

Please refer to the [ODP Reference Manual Section 6.15](#) for details on documentation for claim validation.

In addition to the reporting requirements for adverse events following immunization, pharmacists must also document when they administer the epinephrine auto-injector for inspection purposes.

The HNS claim for the epinephrine auto-injector will follow the claim for the influenza vaccine. Documentation includes:

- Name, pharmacy address and signature of the pharmacist (or trained pharmacy staff) who administered the epinephrine auto-injector
- Name, strength/dose (where applicable) and quantity of the epinephrine auto-injector administered
- Name, date of birth and the address of the patient
- Time and date the epinephrine auto-injector was administered; place of administration if not at the pharmacy
- Cross-reference with the claim for the publicly funded influenza vaccine administered to the same patient

Pharmacies must keep a record when the epinephrine auto-injector was administered for emergency use due to a pharmacist-administered influenza vaccine.

Pharmacists shall keep records consistent with their obligations under the *Pharmacy Act, 1991*, the *Drug and Pharmacies Regulation Act*, and any instructions or guidelines provided by the OCP or the ministry.

For purposes of post-payment verification, pharmacy records related to claims for administering a publicly funded influenza vaccine (or epinephrine auto-injector) must be maintained in a readily available format for the purpose of ministry inspection for a minimum of 10 years from the last recorded pharmacy service provided to the patient, or until 10 years after the day on which the patient reached or would have reached the age of 18 years, whichever is longer.

Overpayments due to inappropriate claim submissions are subject to recovery.

### **Claim for payment through the Health Network System**

#### **28. When should the pharmacist submit the claim for payment for administration of the publicly funded influenza vaccine?**

Pharmacists must submit the claim through the HNS the same day they administer the publicly funded influenza vaccine, subject to the exception for vaccines administered off-site described below.

Pharmacy students and interns that have valid injection training may administer the influenza vaccine; however, the respective injection-trained supervising pharmacist must submit the claim for payment through the HNS.

If a publicly funded influenza vaccine was administered off-site within the geographic boundaries of the local public health unit where the pharmacy is located and in compliance with terms and conditions for the UIIP, pharmacists can submit the claim up to one business day after administration.

#### **29. How are claims for influenza vaccine submitted through the HNS?**

Pharmacist must ensure that the patient's date of birth, Ontario health number and name (as it appears on the health card / document) are entered as part of the HNS claims submission. Failure to do so may impact the ability to submit future claims for these patients. In addition, by identifying the date of birth, pharmacists can align the appropriate vaccine to the patient's age group.

Note: For patients **without** an Ontario health number pharmacists may use the Proxy ID instead.

Please refer to the [ODP Reference Manual Section. 6.15](#) for details on claims submission for this program.

**30. How are claims for epinephrine auto-injectors submitted through the HNS?**

Pharmacists must refer to the Executive Officer Notice regarding the administration of the epinephrine auto-injectors under the UIIP.

If administering for emergency use, the epinephrine auto-injector PIN must be billed as a second claim following the influenza vaccine claim on the same day of service. The cost of the epinephrine auto-injector for this transaction will appear in the Dispensing Fee field of the claim.

Pharmacists must use their Pharmacist ID as the Prescriber ID when submitting a claim for epinephrine auto-injectors.

Claims must be submitted using the PIN associated with the epinephrine product. Only the Acquisition Cost of the drug is eligible for reimbursement. Do not enter the DIN or a mark-up or a dispensing fee.

Please refer to the [ODP Reference Manual Section. 6.15](#) for details on claims submission for this program.

**31. When submitting the claim for the epinephrine auto-injector due to an adverse reaction from the influenza injection, I notice the payment appears in the “dispensing fee” field – is that correct?**

Yes, the payment appears in the “dispensing fee” field of the claim submission.

**Adverse Drug Reactions**

**32. What are the reporting requirements for an adverse event following immunizations?**

All adverse events following immunization must be reported to the local Medical Officer of Health within seven business days, per section 38 of the *Health Protection and Promotion Act*. A copy of the Reporting Form sent to the PHU must be retained by the pharmacy.

For additional information, please contact your local public health unit. Refer to the ministry website for a list of [Ontario public health units](#).

**33. If a patient has an adverse reaction to the influenza vaccine, who is responsible for administering the epinephrine auto-injector?**

If an adverse reaction occurs after the administration of the influenza vaccine, the pharmacist (or trained pharmacy staff) who administered the influenza vaccine should also administer the epinephrine auto-injector.

Under the *Regulated Health Professions Act, 1991*, the administration of a substance by injection is a controlled act which unauthorized persons are prohibited from performing.

Where the administration of a substance by injection is done for the purposes of rendering first aid or temporary assistance in an emergency, individuals are exempted from the prohibition of performing this activity. However, it is advisable to speak with the OCP if you have any additional questions about your responsibilities and/or accountabilities in this regard.

For claims submission purposes, the ministry requires the patient's Ontario health number (or Proxy ID if the patient does not have an Ontario health number) and pharmacist identification for the use of an epinephrine auto-injector after an adverse reaction to the administered influenza vaccine.

## Restrictions

### **34. Can pharmacies provide the publicly funded influenza vaccine to residents of long-term care homes or hospital in-patients?**

No. Pharmacy administration of the publicly funded influenza vaccine to long-term care home residents or hospital in-patients is not eligible for reimbursement through the HNS.

### **35. Can pharmacists administer the publicly funded influenza vaccine outside of a pharmacy?**

Yes. Pharmacists (or trained pharmacy staff) can administer publicly funded influenza vaccines outside the boundaries of the pharmacy if the vaccine is administered within the geographic boundaries of the local public health unit where their pharmacy is located. In addition, pharmacists must not administer the vaccine to hospital in-patients and residents living in licensed long-term care homes.

Pharmacies must ensure that the vaccine is being stored, transported and monitored appropriately – in accordance with [Vaccine Storage and Handling Guidelines](#) – when removing and administering doses outside the pharmacy. Please contact your local public health unit for assistance.

Pharmacies should refer to section 13 in their Welcome Package, paragraph 19 of their User Agreement as well as review the ministry [website](#) on the rollout to the public for this year's flu vaccine.

**36. Can pharmacies submit claims for influenza vaccine administration manually to the ministry, using a paper claim?**

No. The ministry does not accept paper claims for the publicly funded influenza vaccine unless there is a need to use 3 intervention codes.

**37. Can pharmacies submit a claim for influenza vaccines administered by a nurse at a pharmacy clinic?**

No. HNS claims are not permitted for vaccination administration by other health-care providers, such as nurses hired for pharmacy clinics.

Pharmacies that wish to continue providing nurse-led pharmacy influenza flu clinics to patients must follow the manual process of billing through the ministry. For more information on nurse-led pharmacy influenza/flu clinics, please contact the [ministry](#) or email [UIIP.MOP@ontario.ca](mailto:UIIP.MOP@ontario.ca).

**38. Will the ministry reimburse the cost of the epinephrine auto-injector when administered by a nurse?**

No. The ministry will only reimburse the pharmacy via the HNS in the event that the patient suffers an adverse reaction after a pharmacist (or trained pharmacy staff) administers the publicly funded influenza vaccine.

Nurses who deliver the influenza immunization at pharmacy clinics are responsible for providing their own supply of vaccine as well as emergency supplies.

**39. Can pharmacies submit a claim for the epinephrine auto-injector when it is provided to the patient to take home after the influenza vaccine was administered?**

No. Claims submitted for epinephrine auto-injector that are associated with the publicly funded influenza vaccine emergency use are **only** reimbursed when the injection is given by the pharmacist (or trained pharmacy staff) as emergency first aid or temporary assistance as needed right after administering the influenza vaccine to a patient at the pharmacy or other immunization location (see location restrictions).

**40. Can pharmacies submit a claim for epinephrine auto-injector for a patient without a valid Ontario health number?**

Yes. Using the Proxy ID, pharmacists may submit claims for payment using the ministry's HNS for epinephrine auto-injectors administered to individuals without a

valid Ontario health number for emergency use after administering the influenza vaccine.

**41. If the pharmacist recommends to a physician that a patient should get their influenza vaccine, is the recommendation billable under the Pharmaceutical Opinion Program?**

No. All Ontarians are encouraged to receive the influenza vaccine. In addition, because its administration is within the pharmacist's scope of practice and requires no permission from a primary care provider, such a recommendation does not meet the criteria of the Pharmaceutical Opinion Program.

**42. Can I transfer the influenza vaccine to another pharmacy?**

No. Publicly funded vaccines that are ordered and received by your pharmacy location can only be used by that pharmacy location and cannot be transferred to any other pharmacy and/or organization.

**43. Do I have to participate in the UIIP in order to administer COVID-19 vaccines?**

Yes, one of the requirements for pharmacies to be eligible to administer COVID-19 vaccines is that they participate in the 2021/22 UIIP and have a valid UIIP Agreement in place. This applies to pharmacies who are currently administering COVID-19 vaccines, as well as those who have not yet been participating, but wish to enroll in the COVID-19 vaccine administration program.

**44. Can pharmacies administer the flu vaccine concurrently with the COVID-19 vaccine?**

The influenza vaccines (i.e., QIV-HD, TIV-adj, and QIV) may be given concomitantly with, or at any time before or after, other vaccines, including COVID-19 vaccine. If given by injection at the same time, separate limbs should be used if possible. Alternatively, the injections may be administered into the same muscle separated by at least 2.5 cm (1"). Different immunization equipment (needle and syringe) must be used for each vaccine.

Please see the [guidance](#) provided by the National Advisory Committee on Immunization.

**45. Can pharmacy technicians give COVID-19 and influenza vaccines concurrently?**

Pharmacy technicians with injection training are currently only authorized to administer the COVID-19 vaccine. Any changes to this status will be communicated to pharmacies at that time.

**Additional Information:**

**For pharmacies:**

Please call ODB Pharmacy Help Desk at: 1-800-668-6641

**For all other Health Care Providers and the Public:**

Please call ServiceOntario, Infoline at 1-866-532-3161 TTY 1-800-387-5559. In Toronto, TTY 416-327-4282.