

CASE STUDY

When a flu clinic administrator was awarded the contract for a national pharmacy chain just prior to the H1N1 Flu Epidemic, there was no time to waste. The flu clinic's pharmacy client had over 4500 retail locations across the US where they were offering flu shots, and there were only several weeks to work with as customers were looking for shots as early as August.

The Challenge

With the flu season bearing down upon the country, this flu clinic administrator needed someone who was fast, agile and thorough. A pandemic was forecast and record demand for flu shots was expected.

The flu clinic's pharmacy client had over 4500 retail locations across the US where they were offering flu shots, and there were just several weeks to work with as customers were looking for shots as early as August.

There were several items needed to complete the flu clinics including vaccines, syringes, consent forms, signage and other collateral. The vaccine was also perishable and needed to be kept in temperature controlled conditions while in transit and storage. Unused vaccine had to be returned, and syringes properly disposed.

Our Solution



With a pre-existing network of 300 forward stocking and final mile locations, The National Logistics group could provide services in all of the markets where the clinics were to be held. Ultimately this made use of 225 forward stocking locations.

While each of the locations was operative on an ongoing basis, not all of them had dedicated cold rooms or refrigerators for clinical materials. Within a week, dedicated cold storage for clinical materials was established at these locations, and temperature logs maintained.

As shipments of flu vaccine began to arrive at the forward stocking locations, the clinic administrator could monitor the arrival and inventory of flu vaccine through our online system, with reorder set points automatically established. The clinic administrator could also place orders for more flu kits directly through this system.

Solutions at a Glance

- Quality processes support high shipment accuracy including meeting precise delivery instructions to specific recipients and locations within hospitals and clinic sites
- On time rate of more than 99%
- Our nationwide network ensures temperature and time sensitive vaccines and medications are available on demand

The clinic administrator could monitor the arrival and inventory of flu vaccine through our online system, with reorder set points automatically established.



Continued on next page

Our Solution

Early each morning the orders were pulled from the system, kitted and delivered to the clinic sites. Kits included vaccine, syringes, paper work such as consent and payment forms as well as announcement signage for the clinic sites. All drivers were trained in cold chain deliveries, and the temperature of vaccine coolers was recorded in transit. Deliveries were made directly to clinic personnel at the clinic sites, and electronic signature PODs obtained.

...additional on demand deliveries were made throughout the course of the day, typically to accommodate midday and evening surges in flu shot demand.

As is often the case with flu clinics, the initial morning order was not enough to meet requests for flu shots, so additional on demand deliveries were made throughout the course of the day, typically to accommodate midday and evening surges in flu shot demand.

At midafternoon, the day's receipts up until that point as well as consent forms were consolidated, packaged and shipped to the client for next day delivery.

At the end of the day, typically well into the evening, unused vaccine as well as syringes, remaining receipts and consent forms were returned to the stocking locations. Any expired, unused vaccine was then returned to the flu clinic administrator, and syringes sent to a disposal facility. Receipts and consent forms were sent next day to the administrator.

Solutions at a Glance

- Temperature controlled monitoring in transit and company certification in cold chain management
- Secure 24/7 online access to shipment tracking data and medical inventory at our stocking locations nationwide, including by lot or control numbers

LEARN MORE AT
www.nlglogistics.com

THE RESULTS

In just a two month period, over 70,000 deliveries were completed consisting of more than 1 million flu shots. Peak volumes approached 2,000 deliveries per day; and no one that was qualified to receive a flu shot went without.

