

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

Posted **September 26, 2024**

For the 2024/25 influenza immunization season (September 1, 2024 to August 31, 2025)

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
- 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 Part A pharmacists¹ and trained pharmacy staff² retained by eligible pharmacies³ (“pharmacies”) may administer the publicly funded influenza vaccine to eligible individuals two years of age and older⁴ 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 in the Executive Officer Notice that is published in September or October at the start of each influenza season. These are the vaccines that pharmacies can order⁵ at no cost and administer to eligible individuals 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 standard-dose quadrivalent vaccine, the Fludax[®] adjuvanted trivalent vaccine or the Fluzone[®] High-

¹ Subsequent references in this document to a pharmacist who administers the influenza vaccine refer to Part A pharmacists. Part A pharmacists include registrants of the OCP who hold a certificate of registration as a pharmacist (emergency assignment).

² For the purposes of these Qs and As and the accompanying EO Notice, prior to October 1, 2024, trained pharmacy staff include registered pharmacy students, interns, and pharmacy technicians, subject to the terms, conditions and limitations set out in O. Reg. 202/94 under the *Pharmacy Act, 1991*. In these Qs and As and the accompanying EO Notice, as of October 1, 2024, trained pharmacy staff include interns and pharmacy technicians (including pharmacy technicians (emergency assignment)), subject to the terms, conditions and limitations set out in O. Reg. 256/24 under the *Pharmacy Act, 1991*, as well as pharmacy students, pharmacy technician students, and intern technicians who are authorized to administer vaccines pursuant to a delegation under section 28 of the *Regulated Health Professions Act, 1991* (RHPA) or in accordance with clause 29(1)(b) of the RHPA, as the case may be. Pharmacy staff should refer to this legislation for more information.

³ See the most recent version of the EO Notice Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies for more information about which pharmacies are eligible for the UIIP.

⁴ Additional age restrictions may apply depending on the vaccine product.

⁵ 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 distribution companies.

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 with each eligible individual or their substitute decision-maker to assist in their decision making and to ensure they provide informed consent before receiving the vaccine. Please refer to *the Health Care Provider Fact Sheet: Influenza Immunization for Individuals ≥65 years of age* on the [ministry website](#).

In the case of an individual who is a resident of a long-term care home (LTCH) and is having the vaccine administered in the home, the vaccine product will be the one prescribed for the resident.

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

The ministry's communications 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 a pharmaceutical Distribution Company (DC). A DC will be assigned to each pharmacy by the ministry. There will NOT be any changes to the distributor assignments after they have been assigned. A pharmacy's assigned DC will contact pharmacies to set up logistics for vaccine ordering and delivery.

To order more influenza vaccine, please contact your assigned DC and review the Welcome Package and other information they provide to your pharmacy.

Influenza vaccines should be offered to eligible high-risk individuals as soon as it becomes available at your pharmacy. Once you have received your initial vaccine allocation, you may begin to order more supply beginning the week of October 25. As most pharmacies receive next day delivery, to maximize the use of vaccine, pharmacies should order small quantities of vaccine as required. Your assigned DC will provide you with more information about distribution and ordering timelines.

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

To receive payment from the ministry, participating pharmacies must ensure that their pharmacists and trained pharmacy staff 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 and trained pharmacy staff?

No. Pharmacists and trained pharmacy staff can only administer the publicly funded influenza immunization by injection to individuals who meet the eligibility criteria set out in the accompanying Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccine in Ontario Pharmacies. Many of the vaccines also have age-based eligibility criteria.

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

8. Are eligible individuals required to provide consent before pharmacists and trained pharmacy staff administer the flu immunization?

Yes. The eligible individual or their substitute decision-maker must provide informed consent prior to administering the influenza immunization. This informed consent may be obtained through a signed consent form.

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

9. Can an individual who does not have an Ontario health number⁶ still receive the publicly funded influenza vaccine at a pharmacy?

Yes. Pharmacists and trained pharmacy staff can administer the publicly funded influenza vaccine to an individual without an Ontario health number provided they

⁶ 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 or by a Home and Community Care Support Services organization for some ODB eligible recipients.

meet the eligibility criteria set out in the accompanying Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccine in Ontario Pharmacies.

If a pharmacist or trained pharmacy staff administers the influenza vaccine to an eligible individual **without** an Ontario health number, the pharmacist must submit the claim for payment 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 an eligible individual be an Ontario Drug Benefit (ODB) recipient and not have an Ontario Health Insurance Plan (OHIP) Health Card?

Yes. There may be circumstances when an eligible individual who is a ODB program recipient is issued a temporary health number by the Ministry of Children, Community and Social Services or by a Home and Community Care Support Services organization that is used until an OHIP card is issued or is not eligible for an Ontario Health number but has a paper Drug Benefit Eligibility Card. For such eligible individuals, 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 an eligible individual forgot to bring his/her Ontario health number?

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

Ministry Payment

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

The ministry pays pharmacies \$8.50 for the costs associated with administering an injectable publicly funded influenza vaccine when a claim for the vaccine is submitted through the HNS. This same administrative fee will also apply to the administration of publicly funded injectable influenza vaccine to residents of LTCHs by pharmacies that service LTCHs. To further clarify, the administration of the influenza vaccine by participating pharmacies to residents of LTCH is **outside of** the current capitation payment model used to pay pharmacy service providers for providing professional pharmacy services to LTCH residents.

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 pharmacy if required to administer an epinephrine auto-injection as emergency treatment for eligible individual's 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.

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 the approved epinephrine auto-injection products, the total amount of each auto-injection product that will be reimbursed when used in this circumstance and claims submission information.

Note that a prescription for the epinephrine auto-injector product would be required to administer it to a LTCH resident within a LTCH. Also see **Q32 and Q33**.

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

The ministry pays the pharmacy.

Training of Pharmacist and Trained Pharmacy Staff

15. Are all registrants of the Ontario College of Pharmacists (OCP) able to administer the influenza vaccines to eligible Ontarians?

Only injection-trained Part A pharmacists and trained pharmacy staff who have completed an approved training program can administer the publicly funded influenza vaccine by injection. Prior to October 1, 2024, all trained pharmacy staff must register their injection training with the OCP. As of October 1, 2024, trained pharmacy staff who are pharmacy students or pharmacy technician students are no longer registrants of the OCP and cannot register their injection training on the OCP website. However, they are still required to receive the required injection training either through their educational program or by an OCP-approved course.

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](#) and the pharmacy must pass a cold chain inspection conducted by the local public health unit (PHU) each year as part of the UIIP annual enrollment process.

For more information on the User Agreement, please email the ministry at 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 PHU.

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.

19. What type of personal protective equipment (PPE) do pharmacies 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 influenza season for pharmacies participating in the UIIP for emergency use.

Health care entities experiencing supply shortages and who require support to continue providing services can access PPE from the Ministry of Health's stockpile on an emergency basis.

The stockpile is positioned to support health care entities that have faced challenges sourcing PPE and it is not meant to replace existing relationships with reliable PPE suppliers. If an organization currently has a reliable source of PPE that is meeting supply needs, it should continue using that arrangement. Additionally, PPE sourced from the emergency stockpile is designed for health care worker use only.

Note that there is an allocation framework in place depending on the current supply and not all orders for PPE may be filled. The 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 that administer influenza vaccines may order PPE for emergency use by accessing the Ministry of Public and Business Service Delivery (MPBSD) PPE Supply Portal at <https://www.ppesupply.ontario.ca>. If your pharmacy is having difficulties or cannot access the portal, please contact sco.supplies@ontario.ca.

Pharmacies that belong to a banner or chain corporation should work through their corporate head office, who may centrally coordinate orders and facilitate distribution. Independent pharmacies may order directly from the website.

Documentation Guidelines

22. What are pharmacies 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 eligible individual
- Keep a copy of the prescription for the vaccine, in the case of an eligible individual who is a resident of a LTCH and is receiving the vaccine in the LTCH

- Document the informed consent of the eligible individual or their substitute decision-maker, such as through the use of a signed consent form
- 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 eligible individual

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. Keep a copy of the prescription for epinephrine, in the case of an eligible individual who is a resident of a LTCH and receives epinephrine in the LTCH. Pharmacies 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 31 and 32 in regard to reporting requirements for adverse events following immunization.

Please note that for the purpose of billing, pharmacists must enter the eligible individual'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 program recipients. In addition, by identifying the date of birth, pharmacists can ensure the patient receives the appropriate vaccine for their 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](#).

23. 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.

Pharmacies, pharmacists and trained pharmacy staff shall keep records in accordance with their obligations under the *Pharmacy Act, 1991*, the *Drug and Pharmacies Regulation Act*, as applicable, and any instructions or guidelines provided by the OCP or the ministry.

For purposes of post-payment verification, pharmacy records related to claims for payment 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 eligible individual, or until 10 years after the day on which the eligible individual 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](#).

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

With respect to claims for payment, 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](#).

25. What documentation must pharmacies provide to the patient after administration of the flu vaccine?

To help eligible individuals keep track of their influenza vaccine, pharmacies must provide a written record (electronic or paper) of the influenza immunization product administered, including the date.

Pharmacies may choose to provide the eligible individual with a permanent personal immunization record. Eligible individuals should keep this record in a safe place, and it must also be readily available on file at the pharmacy.

For more information on forms, pharmacies 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.

26. 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, pharmacies 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 eligible individual
- 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 eligible individual

Despite section 6.15 of the Reference Manual, in the case of an eligible individual who is a resident in a LTCH and is receiving the epinephrine in the LTCH, the prescriber field on the claim submitted through HNS must identify the prescriber who directed the administration of the epinephrine auto-injector product to the resident.

In addition to the documentation requirements set out in section 6.15 of the Reference Manual, if an epinephrine auto-injector is administered to an eligible individual who is a resident of a LTCH within the LTCH, pharmacies must keep a copy of the individual's prescription for the epinephrine autoinjector.

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

Pharmacists, trained pharmacy staff and pharmacies shall keep records in accordance with their obligations under the *Pharmacy Act, 1991*, the *Drug and Pharmacies Regulation Act*, as applicable, 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 eligible individual, or until 10 years after the day on which the eligible individual 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**27. 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 on the same day they administer the publicly funded influenza vaccine, except for vaccines administered off-site.

If a publicly funded influenza vaccine was administered off-site within the geographic boundaries of the PHU 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.

Trained pharmacy staff who 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.

28. How are claims for influenza vaccine submitted through the HNS?

Pharmacists must ensure that the eligible individual's date of birth, Ontario health number and name (as it appears on their OHIP 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 ensure the eligible individual receives the appropriate vaccine for their age group.

Note: For eligible individuals **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.

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

Pharmacists must refer to the Executive Officer Notice: Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies, which includes a section 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, subject to one exception. The exception is, in the case of a claim for administration of epinephrine to an eligible individual who is a resident in a LTCH within the LTCH, the prescriber field on the claim submitted through HNS must identify the prescriber who directed the administration of the epinephrine auto-injector product to the resident.

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.

30. 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

31. 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 PHU. Refer to the ministry website for a list of [Ontario public health units](#).

LTCH licensees also have recordkeeping and reporting requirements in the event of adverse drug reactions, and should refer to Ontario Regulation 246/22 (under the *Fixing Long-Term Care Act, 2021*) for more information.

32. If an eligible individual 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.

A prescription for the epinephrine auto-injector product would be required to administer it to a LTCH resident within a LTCH.

For claims submission purposes, the ministry requires the eligible individual's Ontario health number (or Proxy ID if the individual 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.

33. How does a pharmacy make sure a long-term care home (LTCH) resident who is receiving a vaccine or epinephrine injection in the LTCH has the required prescription?

Pharmacies should work with LTCH licensees to ensure prescription requirements are met.

Restrictions

34. Can pharmacies provide the publicly funded influenza vaccine to hospital in-patients?

No. Pharmacy administration of the publicly funded influenza vaccine to hospital in-patients is **not** permitted or eligible for reimbursement through the HNS.

35. Can pharmacies provide the publicly funded influenza vaccine to residents of LTCHs?

Yes. Pharmacy administration of the publicly funded influenza vaccine to LTCH residents is permitted and eligible for reimbursement through the HNS within their PHU. Doses can only be administered **within** the pharmacy's PHU boundaries.

To further clarify, influenza vaccine administration by participating pharmacies for LTCH residents is **not paid** through the current capitation model that is used to pay pharmacy service providers that provide professional pharmacy services to LTCHs.

Also note – if the vaccine is administered to a LTCH resident in the home, then the vaccine **must** be prescribed for the resident. Additionally, if an epinephrine autoinjector

product is administered to a LTCH resident, the epinephrine product must be prescribed for the resident.

36. What is the process for pharmacies when administering doses for residents of retirement homes, LTCHs or congregate settings within these settings?

Pharmacies are required to work with their PHU and the retirement home, LTCH or congregate settings for administering influenza vaccines to residents of this setting. Pharmacies will be contacted by their local PHU or retirement home, LTCH, or congregate settings if their services are required. The list of retirement homes is available for pharmacies through their Office 365 email account for verification purposes only.

Note: Trained community pharmacy staff may administer and submit claims for influenza vaccine doses to residents in retirement homes, LTCHs, and other congregate settings, and with collaboration of the operators of those settings in accordance with the policies stipulated in the UIIP User Agreement and the terms specified in the HNS Subscription Agreement for Pharmacy Operators. In the case of a LTCH resident, a prescription is required to administer the vaccine to the resident in the LTCH. In addition, trained community pharmacy staff may administer and submit claims for influenza vaccine doses for staff, support workers, essential caregivers, volunteers, and contractors who are working within the retirement home and LTCH settings when the pharmacy staff visits the home setting to administer vaccines to residents. All individuals receiving the vaccine must be eligible for their dose as per the requirements noted in the most recent EO Notice: Administration of the Publicly Funded Influenza Vaccines in Ontario Pharmacies.

37. Can pharmacists and trained pharmacy staff administer the publicly funded influenza vaccine outside of a pharmacy?

Yes. Pharmacists and trained pharmacy staff can administer publicly funded influenza vaccines outside a pharmacy as long as the vaccine is administered within the geographic boundaries of the PHU where their pharmacy is located. However, pharmacists and trained pharmacy staff must not administer the vaccine to hospital in-patients.

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 PHU for assistance.

Pharmacies should refer to their Welcome Package and their User Agreement as well as review the ministry [website](#) on the rollout to the public for this year's flu vaccine.

Note: The general rule under clause 7.1(c)(iv) of the HNS Subscription Agreement for Pharmacy Operators is that a pharmacy operator must not submit a claim to the

Executive Officer that is in respect of a professional service that was not provided at the pharmacy. Despite this provision in the HNS Subscription Agreement, the ministry is allowing pharmacies to submit claims for administering publicly funded influenza vaccines outside of the pharmacy in the circumstances described above.

38. 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.

39. 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 or health care agency-led pharmacy influenza flu clinics to patients must follow the manual process of billing through the ministry. For more information on nurse and health care agency-led pharmacy influenza/flu clinics, please contact the [ministry](#) or email UIIP.MOH@ontario.ca.

40. 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 eligible individual 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.

41. Can pharmacies submit a claim for the epinephrine auto-injector when it is provided to the eligible individual 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 immediately after administering the influenza vaccine to an eligible individual at the pharmacy or other immunization location (see location restrictions).

42. Can pharmacies submit a claim for epinephrine auto-injector for an eligible individual 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 eligible individuals without a valid Ontario health number for emergency use after administering the influenza vaccine.

43. If the pharmacist recommends to a physician that an eligible individual 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 (except in the case of LTCH residents receiving the vaccine in the home), such a recommendation does not meet the criteria of the Pharmaceutical Opinion Program.

44. Can I transfer the influenza vaccine to another pharmacy?

No. Publicly funded vaccines that are ordered and received by a pharmacy location can only be used by that pharmacy location within their PHU and cannot be given (including leased, loaned, shared or otherwise provided) to any other pharmacy, health care provider and/or organization, including any affiliated or commonly-owned pharmacy.

45. 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 must have a valid 2024/2025 UIIP User Agreement in place. This applies to pharmacies that are currently administering COVID-19 vaccines, as well as those that have not yet been participating, but wish to enroll in the COVID-19 vaccine administration program.

46. 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 to individuals 2 years of age and older, at the same time, or at any time before or after, a COVID-19 vaccine. For those receiving co-administration, if given by injection at the same visit, 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.

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.