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For Immediate Release

Ventura County Health Care Agency Discovers Vaccine & Medications
Ineffectiveness and Launches Remedy

(Ventura County, Calif.) — The Ventura County Health Care Agency has discovered some vaccines (immunizations) and medications given within our clinic system between October 2017 and November 2018, affecting approximately 23,000 patients, may be ineffective, due to a change in the packaging process of vaccines for delivery to our clinics.

In October 2017, our Agency changed the packaging process to ensure the vaccines and medications were kept in a cool, controlled environment during the delivery process. We recently discovered that this performance improvement effort to change packaging for safety may have exposed the vaccines and medications to cooler than recommended temperatures.

Affected patients will be notified directly, and we are taking actions to ensure patients can easily receive repeat vaccines and/or follow-up care, at no charge. Due to the uncertainty of the effect of the temperature exposure to these vaccines and medications, and with an abundance of caution, we feel that the safest measure is to have all patients re-vaccinated and treated.

Patients who received these vaccines and medications have begun to receive letters in the mail this week. The Health Care Agency is offering repeat vaccinations and has added expanded clinic hours and additional clinics specifically to serve these patients. A support line has also been set up for patients who may have questions: 805-652-7660, accessible from Monday through Friday, 8:00 a.m. to 8:00 p.m. Additionally, information and updates regarding the repeat vaccinations can also be found at: www.vchca.org/vaccinesupport

The Health Care Agency has resolved the root cause of this issue by making changes to the packaging process of vaccines and medications going forward, with future plans to include direct delivery from the manufacturer or drug wholesaler to the primary care clinics throughout our health care system.

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