



# Memorandum

Ministry of Health  
Primary Care Division

COVID Response & Health  
Emergency Management Division

---

**Date:** November 13, 2020

**1181371**

**To:** Health Authority, Doctors of BC, Divisions of Family Practice, Medical Staff Associations, Nurse and Nurse Practitioners of BC (NNPBC)

**Re:** Personal Protective Equipment and Critical Supplies for Family Physicians, Medical Specialists, Nurse Practitioners in Community Clinics

---

We thank family physicians, medical specialists in community clinics, and nurse practitioners for your ongoing support to provide the best possible care to patients throughout the COVID-19 pandemic. Your planning and collaboration with health authorities this fall and into the winter are a critical part of B.C.'s COVID-19 health emergency response, and we appreciate your hard work in supporting patient care.

Reliable access to personal protective equipment (PPE) and critical supplies to safeguard your health and that of your patients is vital to provide essential in-person care services. We know that the availability of medical masks in particular is important with the recently updated [mask use policy](#) for health-care facilities, including primary care providers and community specialist offices. This is why, as a key part of the overall provincial emergency response, we have been working with the Doctors of BC, Divisions of Family Practice, Nurse and Nurse Practitioners of BC, and health authorities to streamline access to PPE and other critical supplies for community health-care providers.

### **Centralized PPE ordering system launching in late-November**

As mentioned in our October 19, 2020 memo, primary care providers and medical specialists in community clinics will soon be able to order PPE and critical supplies through a central distribution system at no charge for the duration of the COVID-19 emergency response.

In collaboration with Provincial Health Services Authority and the Ministry of Citizens' Services, we are pleased to inform you that this new centralized system will launch at the end of November with an incremental provincial roll out to follow.

### **Ordering through the system**

Eligible community health-care providers will soon receive a letter that will include a unique identification number and additional information on when and how you can access the ordering system. Supplies available will include medical-grade masks, gowns, gloves, eye protection, and disinfecting products.

...2

Through this system, you will be able to order up to three months of supplies needed to support in-person visits. This includes medical masks for health-care workers, visitors and patients to comply with the mask use policy for health-care facilities. The maximum amount that you will be able to order was developed in consultation with the Doctors of BC and regional health authorities.

Orders will typically be shipped within five business days. If additional supplies are required, there will be a process in place to acquire them. You will also receive a limited supply of N95 respirators. After your initial three-month supply, you will be able to log onto the system and make additional orders.

**PPE in the interim**

If you require PPE and critical supplies before the launch of this system, and access to medical masks to support the new masking policy, please continue to work with your health authority. They are aware that you may be contacting them for assistance.

The contact information for each health authority for access to PPE in the interim is as follows:

**Fraser Health**

Primary care physicians can continue to place PPE orders through their division of family practice. The division will use the contact information below for ordering.

For first time orders, specialist physicians and nurse practitioners will need to use the contact information below to set up a login to place orders through the online portal. If you already have a login in, you can follow your regular ordering process,

Contact: Fraser Health PPE Community Support Desk

Phone: 604 561-2037

Email: [PPECommunitysupport@fraserhealth.ca](mailto:PPECommunitysupport@fraserhealth.ca)

**Interior Health**

Contact: Interior Health PPE Coordinator, Pandemic Response

Email: [PandemicResponsePPE@interiorhealth.ca](mailto:PandemicResponsePPE@interiorhealth.ca)

**Island Health**

Email: [processimprovement@viha.ca](mailto:processimprovement@viha.ca)

**Northern Health**

Email: [ppe.request@northernhealth.ca](mailto:ppe.request@northernhealth.ca)

**Vancouver Coastal and Providence Health Care**

Fill out the COVID-19 Manual Stock Requisition Order Form available [here](#) under Resources/ PPE Ordering and then email the completed order as an attachment to:

[VCHCOVID-19CentralSupply@vch.ca](mailto:VCHCOVID-19CentralSupply@vch.ca)

We appreciate your flexibility and cooperation as we work together to overcome the challenges of COVID-19. We are committed to keeping you informed and will continue to share key updates on supplies, financial as well as other resources to support you during the pandemic.

Sincerely,

A handwritten signature in black ink, appearing to read 'Ted Patterson', with a stylized flourish at the end.

Ted Patterson  
Assistant Deputy Minister  
Primary Care Division

A handwritten signature in blue ink, appearing to read 'Ian Rongve', with a stylized flourish at the end.

Ian Rongve  
Assistant Deputy Minister  
COVID Response and Health Emergency Management Division