

Frequently Asked Questions – Health PPE Portal

Questions and Answers for Primary Care Providers and Community-Based Specialists

Last revised: November 26, 2020 @noon

Final location: www.HealthPPE.gov.bc.ca

Overview

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| <p>What is the Health PPE Portal?</p> | <p>The Health PPE Portal allows general practitioners, nurse practitioners and specialist physicians in community clinics to order personal protective equipment (PPE) and critical supplies through a centralized ordering system, at no cost, for the duration of the COVID-19 pandemic emergency response.</p> <p>This ensures reliable and equitable access to PPE and critical supplies to safeguard the health of health-care providers and their patients.</p> |
| <p>Who is eligible to receive PPE through this process?</p> | <p>General Practitioners, nurse practitioners and specialist physicians in community clinics are eligible to order PPE and critical supplies through the Health PPE Portal.</p> <p>Providers who work for a health authority or at a health authority site will continue to receive their PPE and critical supplies through their existing ordering process and are not eligible to submit through the portal.</p> |
| <p>What will the process look like?</p> | <p>General practitioners, nurse practitioners and specialist physicians in community clinics are receiving letters that include a unique customer number and additional information on how to access the Health PPE Portal. Practitioners who did not receive a letter by December 15, 2020 are to please contact health.ppe@gov.bc.ca.</p> <p>Once you have logged into your account, you will be able to order up to three months of PPE and critical supplies through the portal. Orders will typically be shipped within five business days.</p> |
| <p>What products are available through this program?</p> | <p>Supplies available include medical grade masks, gowns, gloves, eye protection, and disinfecting products.</p> |

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| | <p>General practitioners, nurse practitioners and specialist physicians in community clinics will be able to order up to three months of supplies to support in-person patient visits, including sufficient medical masks to support the updated policy on mask use in health-care facilities during the COVID-19 pandemic. Providers will also have an option to order a limited supply of N95 respirators, pediatric medical masks and nitrile gloves. For providers requiring additional pediatric masks, email health.ppe@gov.bc.ca including your customer number in the email.</p> |
| <p>What criteria is used to review PPE?</p> | <p>To be made available in B.C., PPE products undergo a clinical review process by Provincial Health Services Authority supply chain and health authority experts. This process considers guidelines by established regulatory bodies and organizations with accredited standards for medical products. Vendors also undergo a review to confirm legitimacy of products and services. For more information, consult B.C.'s PPE supply, assessment, testing and distribution protocol.</p> |
| <p>How long will this program be in place for?</p> | <p>General practitioners, nurse practitioners and specialist physicians in community clinics will be able to order PPE and critical supplies through this system at no cost for the duration of the COVID-19 pandemic emergency response.</p> |

Creating/Updating an Account

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| <p>How do I log in and create an account?</p> | <p>Go to www.HealthPPE.gov.bc.ca.</p> <p>Once there, enter your unique customer number, provided in your letter from the Ministry of Citizens' Services, along with your postal code.</p> <p>Note: This will be the postal code listed on the letter containing your unique customer number. You will be able to change your postal code later within the system if it is not current.</p> |
| <p>How do I change/correct my shipping address?</p> | <p>Once you have logged onto the portal, you can change your shipping address. Once changed, you will use this new postal code to access the system.</p> |

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| <p>My login information didn't work. Who do I contact?</p> | <p>If you have questions about registering your account or ordering supplies through the Health PPE Portal, please contact health.ppe@gov.bc.ca including your customer number in the email.</p> |
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PPE & Critical Supply Ordering

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| <p>Will I be able to obtain medical masks to comply with the new Mask Use in Health-care Facilities During the COVID-19 Pandemic policy?</p> | <p>Yes, you will be able to order medical masks for yourself, your staff and patients to comply with this policy at no cost.</p> |
| <p>How much PPE and critical supplies can I order?</p> | <p>These products are in high demand and intended to support all general practitioners, nurse practitioners and specialist physicians in community clinics across B.C., so limits will be applied. While we encourage providers to order their full three-month allocation, please ensure that you do not order more than this allotment as this may cause your order to be delayed.</p> |
| <p>How do I order PPE and critical supplies if I run out?</p> | <p>If you exhaust your three-month supply early, you may make a request for more PPE and critical supplies by emailing health.ppe@gov.bc.ca including your customer number in the email.</p> |
| <p>How do I place an order on behalf of a clinic with several primary care providers?</p> | <p>Each general practitioner, nurse practitioner and specialist physician in a community clinic will have their own account and they, or their office staff, can place orders for the practice.</p> |
| <p>How do I request equipment and supplies not listed in the portal?</p> | <p>Only supplies listed are available through the portal.</p> |
| <p>Can I still order more PPE from my existing PPE provider and be reimbursed?</p> | <p>PPE ordered from your existing vendor will not be reimbursed.</p> |
| <p>What should I expect after I place an order? When will I receive the supplies I ordered?</p> | <p>You will be required to provide an email address when creating your account and will receive an email confirmation of your order within one business day. Orders will typically be shipped within five business days.</p> |
| <p>If I work for a regional health authority, can I order PPE and critical supplies through Health PPE Portal?</p> | <p>No, regional health authorities have their own process for obtaining PPE and critical supplies and, if you work for a health authority, you should continue to use your existing ordering process.</p> |

After Delivery

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| How often can I reorder PPE and critical supplies from this portal? | <p>Your PPE and critical supply allocation will refresh every three months. In the two weeks leading up to the end of your three-month supply period, you can place your next order.</p> <p>Should you need additional supplies during the three-month period, please contact health.ppe@gov.bc.ca including your customer number in the email.</p> |
| I have received products that I will not use. What do I do with them? How do I return them? | <p>We encourage you to work with local Divisions of Family Practice to redistribute unused products where they might be needed.</p> |
| How do I return damaged products? | <p>If products are found to be defective, please contact health.ppe@gov.bc.ca including your customer number in the email and customer service representatives will assist you in getting replacement products.</p> |
| How do I return recalled products? | <p>If products are recalled, clients will be notified and given instructions on what to do at that time.</p> |

Additional Questions

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| My order hasn't arrived. Who do I contact? | <p>You can contact health.ppe@gov.bc.ca for more information on your order. Please include your customer number in the email.</p> |
| Who do I contact for more information? | <p>For more information, please contact health.ppe@gov.bc.ca including your customer number in the email.</p> |