



April 24, 2020

To: Division of Family Practice Executive Directors and Physician Leads, Interior Health Region

From: COVID-19 Logistics Section Chief

Re: Supporting Family Practice with Personal Protective Equipment (PPE)

COVID-19 infection prevention and control measures have resulted in a significant increase in demand for Personal Protective Equipment (PPE) and pressures on national and provincial supply chains. We have clarified that in these unique times where 'normal' supply chains have been interrupted, Clinics that continue to provide direct in-person care to patients and are unable to source their own PPE may be able to receive support from Health Authorities to access PPE, based on available supplies and overall demand.

The Ministry of Health and Provincial Health Services Authority (PHSA) are partnering with the Product Distribution Centre to establish a sustainable supply chain and ordering process for all Community Partners to access directly; however, this will take a few weeks to setup. In the interim, Interior Health has developed guidelines and temporary processes to support Clinics that imminently require support in sourcing PPE.

For the purpose of this document:

- "Clinic" includes those clinics associated with the respective local Divisions of Family Practice and all those health care providers that can reasonably expect to be supported by the Divisions of Family Practice related to these matters.
- "PPE" includes procedure masks, exam gloves, and eye/face protection.

In order to best support Clinics' urgent PPE needs, Interior Health is looking to partner with the local Divisions of Family Practice to manage orders and deliveries of PPE regionally.

Please note, PPE supply availability is very dynamic and changing daily. Requests for PPE support are vetted on a case by case basis and this offer of support is a temporary measure for our coordinated COVID-19 Pandemic response.

Guidelines

To conserve provincial PPE supplies, all Clinics accessing Health Authority supply chains are expected to:

- Manage their supply chains independently wherever possible and to seek out all alternative sourcing opportunities available to them and the Divisions of Family Practice organization before reaching out through the temporary process described below.
- Track stock levels and daily usage on an ongoing basis and take measures to procure supplies proactively considering potential increased risk of supply disruptions and longer lead times.
- Follow all PPE guidelines and conservation strategies recommended by BCCDC and Interior Health.

- Utilize virtual care technology whenever possible to reduce the number of in-person patient encounters.

Temporary Process *(Until the Product Distribution Centre process is established)*

Where Clinics have demonstrated a commitment to these practices and are still unable to source required PPE supplies, a consolidated request for PPE supplies can be submitted to Interior Health by the local Divisions of Family Practice:

- Requests for support with PPE should be directed to ContractReports@interiorhealth.ca on the attached Order Form documenting type and quantity of supplies required; include a message that indicates PPE supplies available and urgency of request, and that confirms that all other options for sourcing PPE supplies have been exhausted.
- Interior Health will keep the Divisions of Family Practice informed of any known third party supply chain opportunities that can support ongoing PPE sourcing needs.
- Immediate support for supplies is intended to provide short term support (3-5 days) while other alternative sourcing opportunities continue to be explored.
- All requests for supplies will be reviewed for reasonableness, will be prioritized alongside other requests, and fulfilled based on available inventory at the time.
- In some cases, PPE may not be available as specifically requested. Alternate products may be sent as substitutions for requested PPE, but will first be established as a suitable clinical alternative.
- All approved orders will be sent to the logistics warehouse for processing by the Contracted Services team.
- The Divisions of Family Practice will be expected to coordinate their own delivery of consolidated orders from the Kelowna Reid's Corner Warehouse. Where possible, Interior Health will support the Divisions of Family Practice with accessing these orders through established distribution channels. Delivery and pick-up details will be confirmed directly with the central contact as part of the ordering process.
- Costs for all orders will be tracked but not charged until further direction has been provided by the Ministry of Health.
- It should be noted that where support has been provided, it is on a without prejudice and exception basis. Clinics are expected to continue to explore and develop independent channels to support their ongoing PPE needs.

Managing the supply and usage of scarce PPE supplies requires a collaborative approach. Interior Health is committed to working alongside the Divisions of Family Practice, individual Clinics and other Community Partners in sharing best practices for the utilization and sourcing of PPE. As work continues on refining the supply chain, Interior Health will also be exploring further opportunities to integrate and support Clinics with their PPE needs.

For More Information

- [Poster - Optimal Use of PPE April 3, 2020](#)
- Order Form (attached)

COVID-19 MANUAL STOCK REQUISITION ORDER FORM: IH Community Partners

This order process only applies to IH Community Partners

Note: Ensure all information is complete otherwise your order will be delayed

Date		Site/Facility Name	Address (Street name, City, #, floor #)
Contact Name for Order			
Contact Cell # for Order <small>Must be a working number that someone will answer</small>			
Contact Name for Pick-Up			
Contact Cell # for Pick-Up <small>Must be a working number that someone will answer</small>		# of Beds	# of Clients

PPE Supplies from Warehouse

- Community Partners are expected to:
 - Manage their supply chains independently wherever possible. Interior Health urges Community Partners to seek out all possible sourcing opportunities available to them before reaching out through this process.
 - Follow all PPE guidelines and conservation strategies recommended by BCCDC and Interior Health.
- Immediate support for supplies is intended for short term support only
- All requests for supplies will be reviewed for reasonableness and may be prioritized alongside other requests.
- Partners need to arrange pickup from the Kelowna Warehouse

LOGISTICS DETAILS	<input type="checkbox"/> Standard Pick-up at Warehouse: 2355 Acland Road, Kelowna, BC V1X 7X9	<input type="checkbox"/> Alternative Pick-up at alternative site. Contracted Services must be contacted in advance.
	<ENTER DETAILS REGARDING PICK-UP LOCATION, TIME, ETC>	

Please Complete				WAREHOUSE USE ONLY	
Description	Cost <small>(note: subject to change)</small>	Order Quantity	Daily Usage	Item Number	Quantity Shipped
Procedure Mask	\$ TBD			0000610, 0000601, 0000613	
Mask with Visor	\$ TBD			0118021, 0000611, 0430820	
Full face shield	\$ TBD			0003512	
Goggles	\$ TBD			0003010	
Gloves–Small	\$ TBD			0130506	
Gloves–Medium	\$ TBD			0130507	
Gloves–Large	\$ TBD			0130508	
Gloves–X Large	\$ TBD			0019504	
INTERNAL IH USE ONLY				Date Processed	
Reviewed by IH				Pick-up Location	
Cost Centre				Pick-up Date	
Contract Number				Pick-up Time	
AR / Vendor Update				Notes	
OB Yes/No					
Notes	<small>Completed and approved form will be forwarded to Dan.Hildenbrand@interiorhealth.ca cc. Business Support.</small>				