
Date: **November 27, 2020**

Re: Health Personal Protective Equipment Portal – Registration Details

Dear [title] [last name],

As previously communicated, as a key part of the overall provincial emergency response to the COVID-19 pandemic, we have been working with our partners to streamline access to personal protective equipment (PPE) and other critical supplies for general practitioners, nurse practitioners and specialist physicians in community clinics.

In collaboration with the Provincial Health Services Authority and the Ministry of Citizens' Services, a new centralized distribution system for PPE and critical supplies, accessible through the new Health PPE Portal, is now operational.

The portal allows general practitioners, nurse practitioners and specialist physicians in community clinics to order medical-grade masks, gowns, gloves, eye protection and disinfecting products, at no charge, for the duration of the COVID-19 pandemic. This includes medical masks for health-care workers, staff, visitors and patients to comply with the mask use policy for health-care facilities.

Please note, if you are employed by a health authority or work at a health authority site, you will continue to receive your PPE and critical supplies through your existing processes and are not eligible to submit through the portal.

This memo provides the details providers will need to register and prepare for ordering within the system.

Please read all the instructions below before entering the portal

Step #1 – Register with your unique customer number - [customer number]

Go to www.HealthPPE.gov.bc.ca. Enter your customer number, listed above, along with your postal code. **Note:** This will be the postal code listed on this memo. You will be able to change your postal code later within the system if it is not current.

Step #2 – Validate your address

Confirm or update your delivery address within the portal. Due to the size of shipments, a physical address must be used. Post office boxes will not be accepted.

Step #3 – Review supply list

Once you have registered and validated your delivery address, you will be directed to the ordering page. Review the list of available supplies to determine your practice requirements. You will be able to order up to three months of PPE and critical supplies. These products are in high demand and intended to support all general practitioners, nurse practitioners and specialist physicians in community clinics in B.C., so limits are 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.

Step #4 – Place order

Once you have determined your needs, place your order through the online shopping cart. Orders will typically be shipped within five business days.

Your PPE and critical supply allocation will refresh every three months. You will be able to place your next order in the last two weeks of your three-month supply period. If you have questions about registering your account or ordering supplies through the Health PPE Portal, please see the frequently asked questions section on www.HealthPPE.gov.bc.ca or contact health.ppe@gov.bc.ca (including your customer number in the email).

Once again, we appreciate your flexibility and cooperation as we work together to support the citizens of British Columbia during the COVID-19 pandemic.

Sincerely,



Ted Patterson
Assistant Deputy Minister
Primary Care Division



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