

November 12, 2020

Dear Division Colleagues,

Recently, you may have heard about a requirement that community practices start providing medical grade masks to patients. Until the provincial PPE ordering site is available, the COVID Community Task Group has worked with Island Health to develop a plan to provide masks to you:

<b>When will the provincial PPE ordering site become available for me to order PPE for my office, following the new policy to provide patients with medical-grade masks?</b>	At the moment, a specific date is unknown, however we anticipate this being available by the end of the month. Further information will be communicated as soon as it is available.
<b>What do I do in the interim?</b>	In the interim, working with Island Health, we have arranged the following: - community practices can use the existing Island Health emergency PPE supply ordering process to request medical grade masks. - these will be provided at no cost to community practices. - complete the order form attached (you don't need to fill in the vendor information section).
<b>How many masks can I order through this process?</b>	While the process was originally created to provide only a few days worth of masks, recognizing that demand will be much higher, Island Health has relaxed that limit and now will provide as many as you need for patients seen in-person.  Recognizing that Island Health only has limited supply, we ask that you forecast your demand for a 3-4 week period (based on number of in-person patient visits) and submit that. You will need to reorder through this process until the provincial system is in-place.
<b>How long will it take to receive my supply?</b>	In line with the new policy, community practices won't have to demonstrate an inability to source masks from local suppliers, thus removing some of the approval process. However, it may take up to a week to receive your order. You will be notified when your order is ready for pick up, usually within 2 to 5 days. If you have not heard from Island Health after 5 days, please follow up by email to <a href="mailto:ProcessImprovement@viha.ca">ProcessImprovement@viha.ca</a> .
<b>How do I get my delivery from Island Health?</b>	You will need to pick it up from an Island Health warehouse—unfortunately, Island health is unable to deliver individual orders to your location.
<b>What do I do until I receive my order of masks from Island Health?</b>	If you have medical-grade masks already on-hand, use those. If you do not, continue your current policy of asking patients to wear non-medical masks until such time as your order arrives from Island Health.

<b>What about non-mask PPE, such as gowns, etc.?</b>	For the moment, continue to source gowns, gloves and face shields through your normal channels. When this changes, we will advise you. If you are unable to source from your normal channels, you can request an emergency supply for a weeks' worth of needs from Island Health—see the order <a href="#">form</a> .
--	---

To order, please complete the [form](#) (you can skip the vendor information fields for mask orders) and send to [processimprovement@viha.ca](mailto:processimprovement@viha.ca)

Regards,

Drs Aaron Childs and Jaron Easterbrook  
Co-Chairs, Greater Victoria COVID Community Task Group