



## Memorandum

Ministry of Health  
Primary Care Division

COVID Response & Health Emergency  
Management Division

Date: November 26, 2020

1182512

To: Doctors of BC, Nurse and Nurse Practitioners of BC (NNPBC)

Re: Health PPE Portal Roll Out

We would like to express our continued thanks to all health-care providers for your work providing excellent care as we navigate the evolving challenges of the COVID-19 pandemic.

We know that access to personal protective equipment (PPE) is an essential part of being able to provide the care that patients need, and to keep you and your staff safe. As [previously communicated](#), as a key part of the overall provincial emergency response, we have been working with our partners to streamline access to PPE and other critical supplies for general practitioners, nurse practitioners and specialist physicians working in community clinics.

**As a next step, general practitioners, nurse practitioners and specialist physicians working in community clinics will receive a letter in the mail over the next two weeks with information on how to order PPE and critical supplies through the new Health PPE Portal, which will become operational at the end of this month.**

This portal has been developed in collaboration with the Provincial Health Services Authority and the Ministry of Citizens' Services. As a reminder, PPE and critical supplies will be provided at no cost for the duration of the COVID-19 pandemic response. However, these products are in high demand and are intended to support all general practitioners, nurse practitioners and specialist physicians in community clinics across B.C., so limits will be applied.

### Who is eligible

General practitioners, nurse practitioners and specialist physicians working in community clinics will be eligible to order PPE and critical supplies through the Health PPE Portal. 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 ordering process and are not eligible to submit through the portal.

### Launch timeline

General practitioners, nurse practitioners and specialist physicians working in community clinics

will soon receive a letter from the Ministry of Citizens' Services that will include a unique customer number and additional information on how you can access the Health PPE Portal.

Customer numbers will begin to be mailed out to providers in the Fraser and Vancouver Coastal health regions beginning on November 27, 2020. Customer numbers will be mailed to providers in the Interior, Island and Northern Health regions in a staggered approach in the two weeks following the initial mail out. If you do not receive a letter by December 15, 2020 and you believe you qualify, please email [health.ppe@gov.bc.ca](mailto:health.ppe@gov.bc.ca).

### **Available products**

General practitioners, nurse practitioners and specialist physicians working in community clinics will be able to order up to a three month supply of medical grade masks, gowns, gloves, eye protection, and disinfecting products at no cost for the duration of the COVID-19 pandemic response. This includes medical masks to support the 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.

### **Ordering**

Each general practitioner, nurse practitioner and specialist physician working in a clinic will hold their own account and you, or your office staff, can place orders for up to three months of PPE and critical supplies for the practice.

If you require PPE and critical supplies before you have access to the Health PPE Portal, including medical masks to comply with the mask use in health-care settings during COVID-19 policy, please continue to work with your [health authority](#).

Once again, thank you for your continued flexibility and cooperation as we work together to support patients during the COVID-19 pandemic.



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