

# Important Health Notice

## Information for Healthcare Providers pH1N1 – Access to Supplies & Equipment

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This Important Health Notice (IHN) provides information for all Ontario healthcare providers and regarding access to infection control supplies and equipment from the provincial stockpile.

### Status Update

Global and domestic demand for some healthcare supplies and equipment continues to increase since the emergence of pH1N1. As a result, some healthcare providers and organizations in Ontario have had difficulty acquiring certain products through normal supply chains.

The Ministry of Health and Long-Term Care initiated a phased deployment of the supplies and equipment stockpile. On October 22<sup>nd</sup>, partial activation of the stockpile was announced for community-based healthcare providers as well as long-term care homes. Effective immediately, all other healthcare providers and organizations will be able access the stockpile.

**The provincial stockpile is intended for contingency use only. The ministry is urging healthcare providers and organizations to acquire supplies first from existing suppliers. The provincial stockpile should only be accessed when this is not possible. Because the provincial stockpile is of finite quantity, everyone is requested to use these supplies in a responsible and judicious manner to ensure that supplies can be channelled to those who need them most.**

### Highlights:

- The ministry is facilitating access to the provincial stockpile of supplies and equipment to assist in the healthcare system's response to pH1N1
- All health care providers and organizations are now eligible to order contingency supplies from the stockpile
- Healthcare providers are strongly urged to use the stockpile judiciously to ensure supplies are available for those who need them most

### How To Access the Stockpile

It is recommended that each healthcare organization identify one individual and at least one alternate to order supplies from the provincial stockpile on behalf of the organization.

A user manual and list of available supplies can be downloaded at [www.health.gov.on.ca/poms](http://www.health.gov.on.ca/poms). Note: some healthcare providers, such as family physicians, will have a "kit" accessible to them with pre-stocked supplies whereas other providers will order from a list of available supplies.

There are two ways in which healthcare providers and healthcare organizations may access the provincial stockpile: i) by Internet and ii) by fax.



*By Internet*

If you are from one of the following groups, you may access supplies through the ministry's on-line Pandemic Order Management System (POMS) at this time:

- Community Health Centres
- Community Support Services
- Children's Treatment Centres
- Community Care Access Centres
- First Nations health service providers
- Hospitals
- Long-Term Care
- Physicians/Practitioners
- Public Health Units

The POMS website is [www.health.gov.on.ca/poms](http://www.health.gov.on.ca/poms)

You will require a unique identifier to access the system, such as an institution number, facility number, or CPSO registration number. Please see the user manual for further instruction on the ordering process.

*By Fax*

If you are from one of the following groups, you may access supplies at this time by fax. The fax order form is available at [www.health.gov.on.ca/poms](http://www.health.gov.on.ca/poms). Completed fax order forms are to be sent to **905-738-8129**

- Addiction Centres
- Mental Health
- Emergency Medical Services
- Flu Centres
- Nurse Practitioners
- Emergency Medical Services
- Other healthcare providers

The fax order form is available at the following website: [www.health.gov.on.ca/poms](http://www.health.gov.on.ca/poms). If you cannot access the form through the internet, please contact the Healthcare Providers Hotline at 1-866-212-2272. Please see the user manual for further instruction on the ordering process. Complete faxed order forms are to be sent to **905-738-8129**.

**For More Information**

For other questions related to the stockpiling program, please contact the ministry's Healthcare Provider Hotline at 1-866-212-2272\*.

Hours of Operation\*\*:

Monday-Friday 0800hrs to 1800hrs

Saturday-Sunday: 0900hrs to 1600hrs

\*This hotline is intended to provide guidance and support to healthcare workers only and is not a service to provide general information to the public.

\*\*Hours of operation are subject to change. Please monitor future IHNs for changes.

\*\*On-call services are available for urgent issues and can be reached through the Healthcare Provider Hotline.

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