

THE CURRENT SITUATION:

Entry into force of Héma-Québec's sole human tissue distributor mandate

Québec, December 18, 2024,

TO PRESIDENTS AND CEOS OF QUÉBEC PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

TO DIRECTORS OF PROFESSIONAL SERVICES AT QUÉBEC PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

TO PROCUREMENT MANAGERS AT PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

Communication to be cascaded

TO BUYERS AND/OR PROCUREMENT OFFICERS OF PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS

TO NURSING STAFF AND OPERATING SUITE STAFF MEMBERS

TO SURGEONS WHO USE HUMAN TISSUE PRODUCTS

To whom it may concern:

As of December 2, Héma-Québec is solely responsible for supplying and distributing human tissue to Québec's entire health care system. We would like to remind you of some key points regarding this new centralized method of distribution.

[Click here](#) to read all of our communications regarding major milestones and key steps on the road to the mandate's implementation.

As you know, the Ministère de la Santé et des Services sociaux (MSSS) has established a clear directive that health care institutions are to source all human tissue directly from Héma-Québec—other suppliers are not permitted. The goal of this measure is to help manage the human tissue supply as best as possible and guarantee the safety of patients.

IMPORTANT INFORMATION FOR DIRECTORS OF PROFESSIONAL SERVICES AND DIRECTORS OF NURSING SERVICES:

- **Development of our line of products:** We worked closely with specialists in the health care system to develop our line of products to cover all of the province's needs. We have established a group of consultants with different surgery specializations who can identify preferred products for our inventory, which we will be continually developing.
- **Availability of transplants:** Except for certain fresh grafts, we are making available a catalogue of products procured from different sources (contingency), so that surgeries will not be limited in any way.
- **Quality and safety of supply:** We have carefully chosen our suppliers and established a contingency strategy to ensure that we can provide enough human tissue to meet the needs of the people of Québec.
- **Equivalent or alternative products:** We understand that some professionals may have developed specific preferences for certain products. We can assure you that we provide a full range of human tissue and that we have put in place measures to guarantee that all products are equivalent or can be substituted. Our catalogue of products was developed in close collaboration with the committee of consultants.
- **No more consignment:** Now that the sole distributor mandate is in force, we would like to remind you that inventory consignment is no longer allowed for suppliers. This is a necessary measure to ensure that the products Héma-Québec distributes to health care institutions are of high quality and traceable.
- **Specific needs:** If you require specific products that we do not have in our line, please get in touch with our customer service (tissus@hema-quebec.qc.ca) so that we can take a look at the situation.

IMPORTANT REMINDERS FOR OPERATING SUITE AND PROCUREMENT STAFF:

- **Centralization of orders:** Please send all of your human tissue orders to Héma Québec via our [website](#) or email (tissus@hema-quebec.qc.ca). Please only use the phone line for emergency orders to help avoid overwhelming our customer service.
- **Processing orders:** To help us quickly and efficiently process your orders, please provide all the necessary information for your request on your purchase order. Follow up with customer service if there is anything you need to clarify.
- **Delivery times:** Orders received before 3 p.m. are usually delivered within two (2) business days. Orders received after 3 p.m. are usually delivered within three (3) business days.
- **Emergencies:** To help us provide the best possible service to all of our clients, please only use the phone line for emergency orders. For non-emergency orders or any information you may require, please contact us via our [website](#) or by email at tissus@hema-quebec.qc.ca.

WHY HAS THIS CHANGE HAPPENED?

The purpose of the sole human tissue distributor mandate is to:

- **Simplify your ordering process**
- **Improve product traceability**
- **Ensure product quality and optimal safety**

The success of this mandate depends on everyone in the health care system working together. Thank you for continuing to follow the directives and terms and conditions that have been established. By working together, we can ensure continuity of care and keep patients safe!

[Check out Terms & Conditions](#)

We are available if you have any questions or require further information (tissushumains@hema-quebec.qc.ca).



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