



BLOOD and PLASMA
MOTHER'S MILK
STEM CELLS
HUMAN TISSUES

THE CURRENT SITUATION:

Update on Héma-Québec's sole human tissue distributor mandate

Québec, May 20, 2025,

ATTENTION:

PRESIDENTS AND CEOS OF QUÉBEC PUBLIC HEALTH AND SOCIAL SERVICES INSTITUTIONS
DIRECTORS OF PROFESSIONAL SERVICES
DIRECTORS OF NURSING CARE
SURGEONS WHO USE HUMAN TISSUE PRODUCTS
PROCUREMENT MANAGERS
NURSING STAFF AND OPERATING SUITE STAFF MEMBERS
BUYERS AND/OR PROCUREMENT OFFICERS

SUBJECT: NEW DEVELOPMENTS, ACTION ITEMS AND UPCOMING CHANGES

To whom it may concern:

Since Héma-Québec's sole human tissue distributor mandate entered into force on December 2, 2024, we have been committed to safely and efficiently fulfilling the needs of Québec hospitals. This letter will cover the newest developments, action items and upcoming changes regarding this mandate.

1. Implementation of an ERP

For several months, Héma-Québec has been working on implementing an enterprise resource planning software package (ERP), which will be up and running on June 30. The purpose of the ERP is to centralize and optimize operational processes, which will in turn optimize order management for you. Stay tuned for more information on the ERP in the coming weeks.

2. Product code update

We have created new codes for some existing products that had a single code for multiple measurements. This update will make it easier to identify specific products and avoid confusion when ordering. A detailed list of the discontinued codes and the new codes to create in your systems was emailed out on April 4. The new codes will be active on **June 2, 2025**.

3. Information sessions on demineralized bone matrix (DBM)

Information sessions on demineralized bone matrices (DBM) were held in February and March with representatives from LifeNet Health and Bioventus. These sessions were developed to help participants better understand our products and to help us better understand how we can support the health care system in a needs-based approach to selecting these products. A companion guide is being developed and will be shared with you soon.

[Learn more.](#)

4. New line of products

We're excited to let you know that we're adding a new line of acellular dermal matrices (ADM) to our product catalog on July 1, 2025. This will expand the options available for skin allografts. More details to come in the coming weeks.

5. Transplant and traceability reports

As a reminder, it is important to submit the transplant report you received with the human tissue delivery. The report is essential to ensuring tissue remains traceable up to transplantation and to responding to any subsequent requests for information. Please submit the form as soon as possible to the email address on the document (you may have to submit the report directly to an external tissue bank, as per their own submission instructions.)

6. Secure patient imaging platform

A secure platform for uploading patient imaging for orders of fresh osteochondral allografts was developed and is already up and running.

HUMAN TISSUE SATISFACTION SURVEY

We know that the implementation of the sole human tissue distributor mandate has been a major change, and we are constantly working to improve our services. That's why we're inviting you to fill out our satisfaction survey (in French only)—we'd like to hear your thoughts on the products and services supplied by Héma-Québec.

The survey is for anyone who works with human tissue distributed by Héma-Québec in one capacity or another and is meant to assess your satisfaction levels since the sole distributor mandate came into effect.

Take our satisfaction survey
(in French only)

Deadline: May 30, 2025

The success of this mandate depends on everyone in the health care system working together. By working together, we can ensure continuity of care and keep patients safe!

Thank you for your continued cooperation. We're available to answer any questions and discuss any specific needs at our centralized email address: tissushumains@hema-quebec.qc.ca.



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