

THE CURRENT SITUATION:

We Are Listening and Responding to Feedback from the Network

Québec, August 7, 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
NURSING STAFF AND OPERATING ROOM STAFF MEMBERS
BUYERS AND/OR PROCUREMENT MANAGERS AND OFFICERS

OBJECT: WEBINARS, OPTIMIZATION, NEWS AND MORE – YOUR SUMMER UPDATE

Dear community,

Summer is in full swing, and we'd like to extend our warmest thanks for your cooperation and confidence in Héma-Québec's sole human tissue distributor mandate, which came into effect last December.

We are aware that some of your experiences have pointed to opportunities for improvement. Rest assured that we are listening, and we appreciate your opinions. Your invaluable feedback helps us continuously improve our services and better meet your needs.

CONCRETE IMPROVEMENTS AND RESOURCES AT YOUR FINGERTIPS

We are pleased to report that, since our new enterprise resource planning (ERP) system went live, the ordering process has stabilized and products have reached optimal availability across the network.

You can visit our **dedicated human tissue website** for all the information you need, such as news, press releases, events, terms and conditions, and the **complete allograft catalog**. Make sure to visit and spread the word:

[Human Tissue Website](#)

Please also note that a number of changes have been made to the product and price lists, as certain products have been added or removed from our catalog. Please use the current versions, **dated July 21, 2025**.

SAVE THE DATE – FALL WEBINAR SERIES

This fall, we are holding a series of webinars to **provide a complete update** on the human tissue services and products offered by Héma-Québec. In these webinars, we will:

- Review **strategic communication** methods;
- Review **price and equivalence lists**;
- Present the practical **tools and guides** developed by our team;
- Answer your **questions** and gather your **comments**.

Register now:

NOVEMBER 18 | 5 TO 6 P.M.

NOVEMBER 20 | 7:30 TO 8:30 A.M.

NOVEMBER 25 | 7:30 TO 8:30 A.M.

NOVEMBER 26 | 5 TO 6 P.M.

→ Choose the time slot that works best for you!

CHANGES TO THE RETURN POLICY – DOWELS

In response to feedback received from the network, Héma-Québec will soon be softening its return policy for **LifeNet Health Dowels**. We understand that some hospitals may need to order more sizes and formats than they are necessarily going to use, in order to meet their intraoperative needs.

An official communication including detailed guidelines will be sent out at the end of August. Stay tuned!

OPTIMIZING DBM USE: A GUIDE TO BETTER SUPPORT YOU

The products in our catalog that have been subject to changes since the beginning of the mandate include **demineralized bone matrices (DBMs)**. Looking at certain usage trends, it is clear to us that DBMs can be better used if the offering is better understood.

We have designed a **user support guide** that takes into consideration clinical and budgetary impacts to help your institution's teams choose the DBMs that best suit the complexity of your clinical cases.

The guide is now available in [English](#) and [French](#).

You can consult it now to facilitate your clinical decisions.

WHAT WE LEARNED FROM THE CUSTOMER SATISFACTION SURVEY

Over **150 health care professionals** filled out the customer satisfaction survey we put out in May. Thank you for your participation!

Respondents came from all regions of Quebec and held key roles in human tissue procurement, management and clinical use. The allografts most frequently used by respondents were **bone, cartilage, ocular and soft tissue**, which goes to show just how diverse the needs for human tissues needs.

The survey revealed an **overall satisfaction rate of 81.5%**, and it also brought to light a number of issues in the transition process, including product returns, equivalence codes and delivery times. Concrete measures are underway to improve our processes, clarify certain points and offer you better support.

OUR COMMITMENT TO YOU

Our human tissue customer service and procurement teams are available to support you in:

- **Inventory management;**
- **Product information;**
- **Personalized support,** tailored to your needs.

We are open to all requests for meetings or training sessions. Don't hesitate to let us know what you need at tissushumains@hema-quebec.qc.ca.

HÉMA-QUÉBEC CONFERENCE APPEARANCES THIS FALL

Our team will be attending two events this fall:

Annual Update Meeting of the Quebec Orthopaedic Association (QOA)

 Delta Trois-Rivières

 September 24–26, 2025

Canadian Cardiovascular Society (CCS) Annual Congress

 Centre des congrès de Québec

 October 23–26, 2025

Come see us to talk about your needs, ask questions or just chat with our team.

We look forward to seeing you this fall!

Sincerely,



Etienne Fisette
Director of Human Tissue Operations
Héma-Québec



Amaury Doger de Speville
Director of Acquisition Strategy,
Human Tissue, Héma-Québec