

No compatibility required

Email the following details to osteochondral@hema-quebec.gc.ca:

- Name and description of graft (no need to include the Héma-Québec code)
- Confirmation that compatibility is not needed
- Confirmation of laterality (important or not)
- Patient's sex
- Patient's last name or initials for supplier to designate the graft
- Surgeon's name
- Date of surgery

Note: You do not need to fill out the osteochondral graft request form.

Compatibility required

FORM

- Fill out the *Graft Request Form with Required Compatibility*:

[ACCESS THE FORM](#)

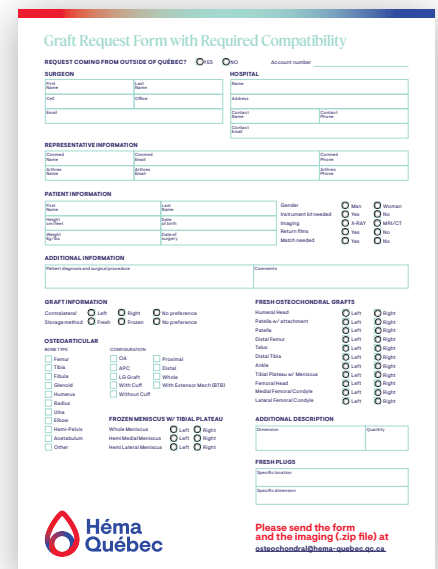
- Email the form to : osteochondral@hema-quebec.gc.ca.

SHARING IMAGING

There are several ways to provide imaging:

1. Send a .zip file through Héma-Québec's secure SharePoint link ([see Appendix for how-to](#)).
2. Send a .zip file to your Arthrex/Tribe Medical or CONMED representative who will forward it to Héma-Québec through a secure SharePoint link.
3. Send the CD-ROM with the imaging to your Arthrex/Tribe Medical or CONMED representative who will download the imaging and send it as a .zip file via the secure SharePoint link.

Note: Héma-Québec is responsible for submitting requests from hospitals to partner supplier portals and making sure requests have been opened by suppliers.



The form is titled "Graft Request Form with Required Compatibility" and includes the following sections:

- REQUEST COMING FROM OUTSIDE OF QUÉBEC:** Radio buttons for "Yes" and "No", and a field for "Account number".
- SURGEON:** Fields for Name, Last Name, Cell, Office, Email, and Hospital (City, Province, Country).
- HOSPITAL:** Fields for Name, Address, City, Province, and Country.
- REPRESENTATIVE INFORMATION:** Fields for Name, Address, City, Province, and Country.
- PATIENT INFORMATION:** Fields for Name, Last Name, Sex (Male/Female), Age, Date of Birth, Height, Weight, and Blood Type. Includes checkboxes for "Immunized/Not Immunized", "Imaging", "Scan-Free", and "Match-needed".
- ADDITIONAL INFORMATION:** Fields for "Patient diagnosis and surgical procedure" and "Comments".
- GRAFT INFORMATION:** Radio buttons for "Compassion" (Left/Right/No preference) and "Orthopaedic" (Left/Right/No preference).
- OSTEOARTICULAR:** Checkboxes for "Whole Meniscus" (Anterior/Posterior), "Partial" (Anterior/Posterior), "Flare", "Ligament", "Stemmed", "Without Cut", "Humeral", "Distal", "Ulna", "Elbow", "Hemi-Patella", "Whole Meniscus", "Hemi-Meniscus", "Hemipelvis", "Other".
- FRESH OSTEOCHONDRAL GRAFTS:** Radio buttons for "No preference" and "No preference".
- FRESH MENISCUS W/ TIBIAL PLATEAU:** Radio buttons for "Whole Meniscus" (Left/Right) and "Hemi-Meniscus" (Left/Right).
- ADDITIONAL DESCRIPTION:** Fields for "Description" and "Quantity".
- FRESH PLUGS:** Fields for "Specific location" and "Match/No-match".

The Héma Québec logo is at the bottom left, and a note at the bottom right says: "Please send the form and the imaging (.zip file) at osteochondral@hema-quebec.gc.ca".

Following an osteochondral graft request (with or without compatibility)

Héma-Québec submits requests for grafts to partner supplier portals (LifeNet Health, JRF Ortho and MTF Biologics) and follows up with partners regularly about graft availability.

As soon as a potential graft becomes available, the supplier alerts Héma-Québec and sends over documents for approval.

Héma-Québec immediately forwards the information about the graft to the surgery team for their approval.

There are two possible outcomes:

- a) **The graft is not suitable:** the surgeon refuses the graft and does not sign the documents.
- b) **The graft is suitable:** the surgeon replies to the initial request email thread (osteochondral@hema-quebec.qc.ca) with the signed documents attached.

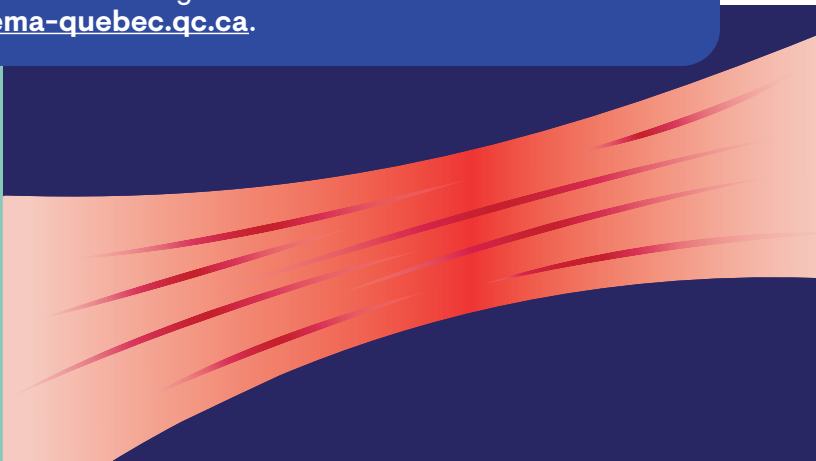
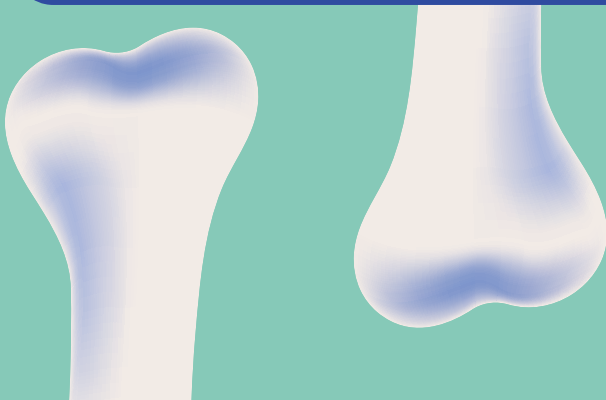
If a) the graft is not suitable:

Héma-Québec informs the supplier of the refusal, and the supplier continues to look for a graft.

If b) the graft is suitable:

- Héma-Québec sends the documents signed by the surgeon to the supplier.
- The supplier reserves the graft for the surgery.
- The hospital submits an order for the graft to the usual email address (tissus@hema-quebec.qc.ca).
 - The request must include the tissue batch number and expiration date, as well as the surgery date.
 - Héma-Québec may confirm details about the tissue as needed.
- Once Héma-Québec receives the hospital's order, it places an order with the supplier and arranges for the graft and instruments to be delivered with Arthrex/Tribe Medical or CONMED representatives, as needed.
- Héma-Québec keeps the hospital in the loop until the graft is delivered.

Questions about the ordering process for osteochondral grafts? Feel free to email us at osteochondral@hema-quebec.qc.ca.



APPENDIX

How to share imaging via the Héma-Québec secure SharePoint link

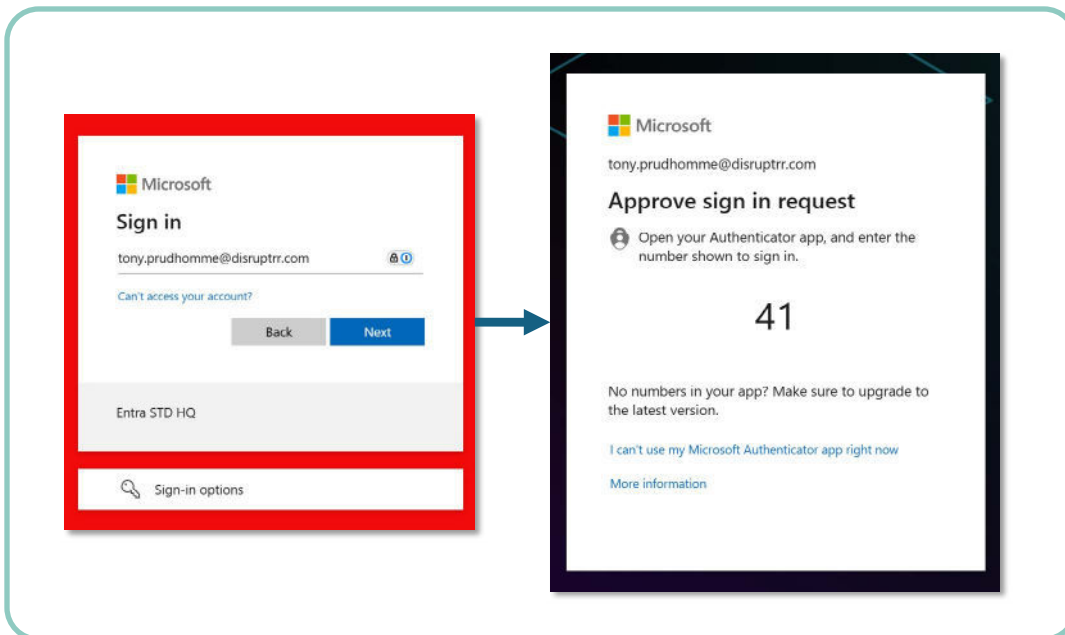


IF YOU ALREADY HAVE MULTI-FACTOR AUTHENTICATION (MFA) SET UP USING MICROSOFT AUTHENTICATOR

Once you get the email requesting authentication:

1. Log in using your Microsoft work email and password.
2. Enter the number that appears on screen in the Authenticator app.

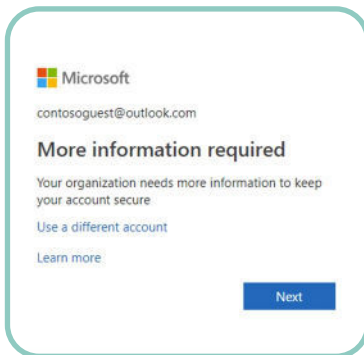
You're all set! Héma-Québec has authenticated you.





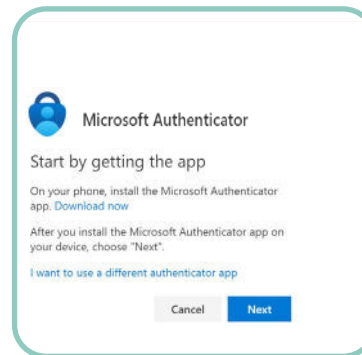
IF YOU DO NOT HAVE A MULTI-FACTOR AUTHENTICATION (MFA) SYSTEM USING MICROSOFT AUTHENTICATOR

Once you get the email requesting authentication, follow these steps:



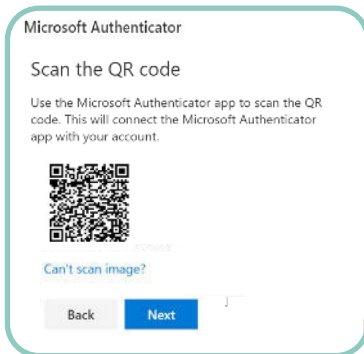
STEP 1

Log in to the Héma-Québec environment. Once you've accepted the invitation, you'll see this screen.



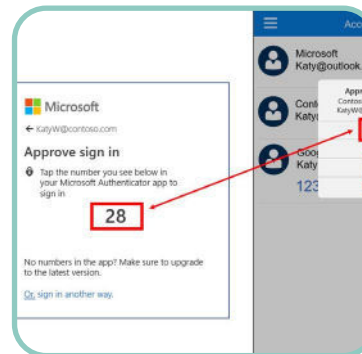
STEP 2

A dialogue box prompting you to set up multi-factor authentication will appear. Select the *Microsoft Authenticator* app and click Next.



STEP 3

Download the *Microsoft Authenticator* app from the app store on your phone and follow the steps that appear on screen.



STEP 4

Confirm your identity. You'll receive a notification on your phone asking for the number that appears on your computer screen. Use this number to verify your identity. You've finished setting up your authentication.

Héma-Québec has authenticated you.

AFTER LOGGING IN WITH AUTHENTICATION:

- Use the link to upload the imaging file.
- You will receive email an email from Héma-Québec confirming receipt of your request.