

THE CURRENT SITUATION:

Year-end Review and Essential Information before the Holidays

Québec, December 16, 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

Dear community,

As the year draws to a close, we would like to thank you for your collaboration and trust in Héma-Québec as the sole distributor of human tissue, a mandate that took place one year ago.

This communication provides a summary of the **key points** that have marked our human tissue activities and highlights the **resources and guides** developed to support your practices. This update is intended to remind you of essential information and new developments introduced in recent months, as well as to provide details to help you **plan your needs during the holiday season**.

WEBINAR RECAP: STATE OF THE ART – HUMAN TISSUES

In November 2025, we held a series of webinars aimed at providing a comprehensive update on human tissue products and services to users, purchasers, and operating room nurses.

Were you unable to attend?

The recording is available here (in French only): 

[Download the presentation](#)



GUIDES & TOOLS PUBLISHED IN 2025

To support your teams in the management and use of human tissue, we have produced several documents this year:

- [DOWELS RETURN POLICY](#)
- [DEMINERALIZED BONE MATRICES \(DBM\) USER SUPPORT GUIDE](#)
- [AMNIOTIC MEMBRANES \(LABTICIAN\) INSTRUCTIONS FOR RECEIPT AND STORAGE](#)
(available on demand)
- [OSTEOCHONDRAL ALLOGRAFTS REQUEST FORM AND PROCESS](#)

All these documents are also available on [our website](#).

INTRODUCING A NEW PRODUCT LINE

Since July 2025, a new source of **Acellular Dermal Matrices (ADM)** has been added to the list of human tissues distributed by Héma-Québec. You can find it in our product catalog, in the [skin allograft](#) category. This addition allows us to meet the more specific needs expressed by the network.

For more details, check out [Circulaire TH-25-005](#) (in French only).

ORDER PLANNING FOR THE HOLIDAY SEASON

Please note that our **customer service** will be available on an adjusted schedule during the holidays.

- **Customer service unavailability:** December 25-26, 2025, and January 1-2, 2026.
- **Critical period:** December 22, 2025, to January 4, 2026 → plan your inventory in advance.

Supplier orders (dropshipment):

- Placed **before December 18 at 2 p.m.** → delivery no later than December 24.
 - Exception **ADM:** order **before 11 a.m.**
- Placed **after December 18 at 2 p.m.** → delivery starting the week of January 5, 2026.

Emergency: Contact customer service at 1-800-267-9711, ext. 2510.

We invite you to **anticipate your needs and plan your orders in advance** to avoid any stock shortages.

For more information, check out [circulaire TH-25-019](#)

IMPORTANT REMINDER – INFORMATION REQUIRED WHEN PLACING ORDERS

For any orders or questions regarding your orders, please use the email address tissus@hema-quebec.qc.ca.

To avoid errors and additional delays in your orders, we remind you to provide as much information as possible, whether your order is placed on our website or by email at tissus@hema-quebec.qc.ca. Please specify any special requirements regarding dimensions, where applicable. For example:

- **Minimum length**
- **Minimum diameter**

BILL 7

For more information on Bill 7, An Act to reduce bureaucracy, increase state *efficiency and reinforce the accountability of senior public servants*, check out our press releases in the Héma-Québec Press room.

[Press releases](#)

Our teams are available to answer your questions!

- **Customer service team:** tissus@hema-quebec.qc.ca.
- **Management team:** tissushumains@hema-quebec.qc.ca.

Best wishes for the holiday season and a wonderful 2026!

Best regards,



Etienne Fissette
Director of Human Tissue Operations,
Héma-Québec



Amaury Doger de Speville
Director of Acquisition Strategy,
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