

Québec City, November 25, 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 FROM HÉMA-QUÉBEC

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## Entry into force of Héma-Québec's sole human tissue distributor mandate on December 2, 2024

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To whom it may concern:

We are writing to remind you of a few key points about Héma-Québec's sole human tissue distributor mandate before it takes effect next week on **December 2, 2024**. The Héma-Québec team is feeling confident and enthusiastic about the forthcoming rollout of the mandate and is here to provide all the necessary support and assistance to help you through this transition and beyond.

### THE WEBSITE

The most important point to remember: you have been given access to a special website we have put together to make the transition process easier. This website has all the resources and information you need to know, including **frequently asked questions, our product catalog and ordering terms and conditions**. As you know, this website provides a central access point where health professionals can directly order the products they need online.

The website is available at :

**catalogue-tissushumains.hemaquebec.ca**

## REMINDER ABOUT THE END OF THE CONSIGNMENT SYSTEM

As part of the rollout of the sole human tissue distributor mandate, the consignment system—in which supplier-owned products are stored on site at health care institutions—is being retired. This decision was made to ensure the quality and traceability of the products that Héma-Québec distributes to health care institutions. **As a result, all inventory that has not been used or purchased by December 2, 2024, must be returned to suppliers.**

Although the consignment system is being discontinued, health care institutions may still maintain minimum inventory levels (safety stock) for products deemed essential to meet routine and emergency demand based on delivery lead times. Inventory maintained as safety stock belongs to the health care institution, not the supplier.

Héma-Québec strongly encourages health care institutions to maintain an adequate safety stock for all products that may be required sooner than the standard lead time. The average standard lead time for human tissue products is 72 hours.

## CUSTOMER SERVICE HOLIDAY HOURS

Please note that Héma-Québec's human tissue customer service will be closed on the following days during the holiday season:

- **December 24, 25 and 26, 2024, and January 1 and 2, 2025.**

Please plan your safety stock accordingly. If there is an **emergency** during this time, call 1 800 267-9711, ext. 2510.

As always, if you have any questions, feel free to contact us at [tissushumains@hema-quebec.qc.ca](mailto:tissushumains@hema-quebec.qc.ca).

Thank you for your cooperation!

Sincerely,



**Étienne Fissette**  
Director of Human Tissue Operations,  
Héma-Québec



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