



Memo

**To:** All Service Provider Organizations and Health Service Providers  
**From:** Tini Le, Interim Chief Quality, Safety and Risk Officer and Vice President, Patient Services  
Regional Lead - Toronto and East  
Michelle Nurse, Vice President, Contracts  
**Date:** October 10, 2024  
**Subject: Update #3 - Infusion and Fulfillment of Medical Supplies**

This memo is an update to the October 5 communication on Infusion and Fulfillment of Medical Supplies #2.

At Ontario Health atHome, our top priority remains the health and safety of patients, families and caregivers. This week, we saw positive improvements in many areas, including the North, East and Central geographies. We continue to make progress and are seeing a downward trend in out-of-stock items with supplies and back-ordered items arriving daily and suppliers working actively to identify substitutes for items on manufacturer backorder.

An itemized supply update is set out below for those items where there continue to be ongoing questions. The following are now available on the formulary and orders are being shipped to the fulfilment vendors:

- Oral swabs: as of October 8th, products are being shipped and available for ordering for distribution to clinics, hospices and patient homes.
- Hollister Ostomy supplies: as of October 9th, products are being shipped and distribution to patient homes, and clinics is expected as of October 10th.
- PleurX drain supplies: as of October 7th, products were being shipped with ongoing shipments expected next week.

Ontario Health atHome is working closely with vendors daily to ensure distribution to nursing clinics, hospices and patient homes occurs as soon as possible. Please continue to contact [MESmodernization@ontariohealthathome.ca](mailto:MESmodernization@ontariohealthathome.ca) with any concerns.

### **Addressing high-priority needs / items**

Our vendors are continuing to process pending orders with October 3rd and later delivery dates. To prevent duplicate orders, please do not submit new orders for the same supplies. Orders will be filled with in-stock items and back-ordered items will be delivered as soon as supplies are available. Our contracts team is continuing to monitor the supplies to ensure fulfillment of all orders, as per contract requirements.

### **Urgent Local Issues**

#### **Items not on formulary for Sick Kids**

We are working with our suppliers and vendors to have these items added to our formulary and available for patients. In the meantime, to avoid delays in discharge and support health system flow, our care coordinators are requesting Sick Kids provide patients and their families with the required items from Sick Kids inventory until our vendors can source and ensure product is available.

### **Geographic Challenges**

We are aware of challenges in specific geographic regions related to supply distribution. Specifically in Southwestern Ontario, we are working with our vendors to ensure the equal and appropriate distribution of products across all regions occurs. Vendors are also exploring potential subcontractor relationships and increasing the number of delivery trucks on the road.

In Eastern Ontario, we are aware of a shortage of 1 cc syringes, as of October 9th our vendors have sourced more product which is expected to be shipped by the end of the week.

In the remote areas of Ontario, we are working daily with our vendors to address the unique challenges.

## **Tracking of Patient Issues on ETMS**

Please continue to follow your current process and call your care coordinator to discuss patient issues and work towards resolution. However, it is important for all service providers to submit issues via the regional ETMS for tracking and follow up.

## **Weekend On-Call Contacts**

As promised, a dedicated patient care contracts team is available to support escalated issues and concerns this long weekend, October 11-14. Please contact:

October 11th: Michelle McKellar [Michelle.Mckellar@ontariohealthathome.ca](mailto:Michelle.Mckellar@ontariohealthathome.ca) or 519-636-3857

October 12 & 14th: Laurent Tyers [Laurent.Tyers@ontariohealthathome.ca](mailto:Laurent.Tyers@ontariohealthathome.ca) or 416-272-2532

October 13th: Isaac Behr [Isaac.behar@ontariohealthathome.ca](mailto:Isaac.behar@ontariohealthathome.ca) or 647-321-0934

## **Reminder: Key messages for Service Provider Organization staff**

As previously shared, we have re-attached the key messages in [English](#) and [French](#) for use by SPO staff when addressing complaints and concerns from patients and their families. It is important that all service providers and health system partners are sharing the same consistent messages. Please note that these key messages are for verbal use only and not for further distribution to patients, their families and others.

## **Reminder for Submitting Urgent Evening Delivery Orders**

Our vendors are reporting a high volume of urgent orders coming through for delivery after 5:00 pm, including antibiotics and Symptom Response Kits (SRK). As a reminder, urgent evening deliveries are for urgent palliative/end-of-life patients only. As much as possible, SRK should be ordered ahead of time and prior to any symptom crisis.

## **Thank you**

Thank you for the care that you provide to our patients each and every day. Together, we can ensure our patients get safe, quality care in our communities. If you have any urgent patient needs or concerns, please continue to follow your regular process to speak with a care coordinator. For non-urgent questions related to MES implementation, please email [MESmodernization@ontariohealthathome.ca](mailto:MESmodernization@ontariohealthathome.ca).

Happy Thanksgiving!

This message has been sent you by :

**Ontario Health atHome**

(Corporate Office)  
11 Allstate Parkway, Suite 500  
Markham, ON, L3R 9T8

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