

## Home Birth Supplies Program Product Distribution Centre (PDC) Frequently Asked Questions (FAQ)

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## WHAT IS THE PRODUCT DISTRIBUTION CENTRE (PDC)?

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### *1. What is the Product Distribution Centre?*

The PDC is a Health Canada licensed full-service inventory management and distribution facility established by the BC Government for use by provincial government ministries, crown corporations, government-funded organizations and federal and municipal governments.

The facility includes a self-contained BC College of Pharmacists regulated dispensing pharmacy and a 50,000 square foot warehouse that mainly supplies health care products, medical devices, pharmaceuticals and safety related products.

The PDC ships supplies and medications across the province through a simple online ordering system.

### **Product Distribution Centre (PDC)**

If you have questions about your order, please contact the customer service:

Phone: 604-927-2000  
Fax: 604-927-2025  
Email: [PDCCustomerSer@gov.bc.ca](mailto:PDCCustomerSer@gov.bc.ca)

Product Distribution Centre  
2370 United Blvd  
Coquitlam, BC V3K 6A3

### *2. Besides the Home Birth Supplies Program (HBSP), what other programs order supplies from the PDC?*

Major PDC programs include:

- At Home Care Program for the Ministry of Children and Family Development
- Income Assistance At Home Care Program for the Ministry of Social Development and Social Innovation
- BC Ambulance Service of the BC Emergency Health Services

## WHAT CAN BE ORDERED THROUGH THE PDC?

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### *3. What can be ordered through the PDC?*

Only supplies and medications for use in the home birth setting can be ordered through the HBSP.

Supplies, equipment and medications for use in private offices or clinics must not be ordered through the HBSP.

#### ***4. What are the items available through the PDC for the HBSP?***

**Disposable supplies** (aka consumable) – these are supplies that are intended to be used once and then disposed of. Some over-the-counter medications are included in this category eg. Gravol (diphenhydramine)

**Reusable equipment** – is equipment that is re-used by a care provider for multiple home births eg. suction pumps, stethoscopes

**Medications** – medications requiring a prescription that are used while providing care during home births eg. misoprostol, oxytocin

#### ***5. How do I order items from the PDC?***

**Disposable supplies:** orders are placed online via the PDC shopping cart. The PDC will provide you with your login information.

**Reusable equipment:** Care providers must complete two forms to be able to order reusable equipment: [The Reusable Equipment Approval Form](#) and the [PDC Order Form for Reusable Equipment](#). Once fully completed the care provider must send them both via fax/e-mail to the HBSP HA or site lead (Appendix A) representing the HBSP primary hospital site of the care provider. After review and completion, the HBSP HA or site lead will notify the care provider of approval/denial for ordering and provide the care provider with copies of the signed forms. Once these forms have been sent back to the care provider, the provider can proceed with ordering the reusable equipment by faxing the signed PDC Order Form for Reusable Equipment only, following the directions on the form.

**Medications:** If a medication requires a prescription, a form that is on the landing page for the HBSP on the PDC website needs to be completed and submitted as per instructions on the form. There are two different forms, one for medications not requiring refrigeration and a separate form for those medications that do require refrigeration. Ensure you are using the most current versions of these forms.

#### ***6. How do I order items I've seen on the larger PDC shopping cart?***

The PDC has created a shopping cart exclusive to the HBSP (~170 items). Only those care providers with an account number for the HBSP can order items from the HBSP shopping cart.

Even though a care provider has an account number for the HBSP, they will only be able to order items from the HBSP shopping cart, not the larger PDC shopping cart (4000+ items). It should be noted that some items on the larger PDC shopping cart are on HBSP shopping cart.

#### ***7. How can I suggest an item be included on the HBSP shopping cart?***

Items for consideration for inclusion on the HBSP shopping cart can be submitted via email to Perinatal Services BC.

The list of suggested items will be regularly reviewed by the HBSP Advisory Committee. Considerations such as evidence based best practices, BCCNM professional practice standards, and provincial clinical standards will be taken into account in determining if items are added to the HBSP shopping cart.

***8. Can I order items not on the HBSP shopping cart privately?***

No. The account number that has been set up for care providers is only for items on the HBSP shopping cart. The PDC does not invoice individuals, only government agencies.

## **WHAT IF MY PDC ORDER ARRIVES AND THERE IS A PROBLEM?**

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***9. My order arrived and includes items I did not order. What do I do?***

Contact PDC customer service within two days of receiving the item and they will accept return of the item if you did not order the item or they sent more of an item than you ordered.

***10. My order arrived and there are damaged items. What do I do?***

Contact PDC customer service within two days of receiving the item and they will accept return of the damaged item.

***11. My order arrived and the medication I ordered is about to expire. What do I do?***

Contact PDC customer service within two days of receiving the medication with the short expiry and they will accept return of the item. They will accept the return of medication if the expiry is within 30 days.

## **WHAT IF SOMETHING HAPPENS TO REUSABLE EQUIPMENT THAT I ORDERED THROUGH THE PDC?**

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***12. Unfortunately, a piece of reusable equipment that I ordered through the PDC has been stolen or lost. What do I do?***

In some cases, stolen or lost property is covered by your own personal insurance. In these situations, the money received through an insurance claim should be used to purchase a replacement item. If you do not have personal insurance, please speak with your manager to determine if a replacement item can be purchased through the HBSP.

***13. The piece of reusable equipment I purchased through the PDC is broken. Now what?***

In some instances, a piece of broken equipment may be under warranty. Please contact the PDC customer service office and they will assist with managing a manufacturer's warranty.

#### ***14. I have heard that a piece of reusable equipment has been recalled. Do I need to do something?***

As per Health Canada regulations, the PDC will be notified by the manufacturer if an item that is stocked by the PDC has been recalled. The PDC will then check its electronic ordering system and determine what account numbers have ordered the item affected by the recall. The PDC will contact the account number holder with instructions pertaining to the item recalled. It is the responsibility of the care provider to maintain current contact information with the PDC and to follow all instructions provided. Failure to comply with a recall process will result in suspension of your PDC account.

#### ***15. How often can I replace the reusable equipment?***

The intent of the HBSP is not to replace all of the reusable equipment in every provider's home birth kit at one time, but to replace them on an as needed basis. The anticipated lifespan of reusable equipment is five years. Ordering reusable equipment requires prior approval by the HBSP HA or site lead for the care provider's primary site.

Except in extenuating circumstances, equipment will not be replaced if the previous piece of equipment was purchased within the last five years. If the home birth equipment is in good working order, it should be used for the entire duration of its lifespan. The home birth equipment is the property of the HA and it is expected that the care provider maintains, stores and uses it in an appropriate manner.

- Theft or loss of equipment: If the equipment is lost or stolen, the care provider must go through their Commercial General Liability (CGL) insurance for replacement. HA's must be reimbursed for the cost of the equipment. Contact the HBSP HA or site lead to arrange. Approval for repurchasing from the PDC will be the responsibility of the HBSP HA or site lead.
- Defective/broken equipment: If the equipment is defective/broken, it is the responsibility of the care provider to contact PDC customer support for warranty information.
- Recall of equipment: If the equipment is recalled for safety, it is the responsibility of the care provider to comply with the recall in a timely manner (see Section 5.4).

## **CAN ITEMS BE ORDERED IN BULK?**

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***16. I am part of a clinic that has a number of practicing care providers. In order to save administrative time and shipping costs, can a group order be placed for all of us?***

Placing an order through the PDC for **disposable** supplies (see Q#4) for multiple care providers is acceptable. This would need to be done using the account number for an individual in the group practice. Setting up an account number specifically for a group practice is not possible within the PDC's ordering system.

It is requested though, that due to the approval process, warranty and recall logistics, each care provider order their own **reusable** equipment.

## **WHAT HAPPENS IF I AM JOINING/LEAVING THE HBSP?**

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***17. How do I start to order supplies and medications from the PDC?***

Once you have received provisional or active privileges at a hospital (or temporary new grad privileges where such a program exists), this becomes your primary hospital site. Meet with the HBSP HA lead or lead for this site to review and sign the HBSP agreement (previously called the policy statement). They will inform you how to access the hospital instrument sets and oxygen tanks. In addition, they will complete an add/remove form for the PDC in order to have an account set up for you. Finally they will advise you on where to fax your home birth records.

If you have admitting privileges at more than one hospital, determine which hospital you wish to be your primary hospital site and speak with the HBSP HA or site lead for that site.

***18. I am planning on leaving my practice eg. retiring or leaving the province. What are my responsibilities regarding the PDC?***

As there are a number of components to the HBSP, there are a few things to think about:

- If you have ordered reusable items from the PDC, discuss with the HBSP HA or site lead how to return these items as they belong to the HA. Note: due to Health Canada regulations, the PDC will not accept returns except in very rare circumstances.

***19. I am moving my practice. What do I do?***

- Within the province, but to a different health authority – as above (see Q#14). Once moved to the new health authority, contact the HBSP HA or site lead at your new primary hospital site to become re-instated into the HBSP. They will need to submit a form to the PDC to activate a new account for you.
- Within the same health authority – discuss with the HBSP HA or site lead at the primary hospital site you are leaving, as this move may or may not require a new PDC account number and they may or may not require you to return reusable equipment.

**Please review the following algorithms for more information on joining or leaving the**

**HBSP: [Adding or Removing Care Provider Algorithms](#)**