



March 21, 2023

To our valued vendor community,

As our five health organizations transition to one provincial health authority on April 1, 2023 much effort continues to be given to transition activities. As our vendor partners, we anticipate you are eager to learn what our transition to a new provincial health authority means for you as you continue to conduct your business with Health Supply Chain beyond April 1st.

The Supply Chain model that has been in place as a managed service via Central Health since 2018 will remain largely the same in terms of vision, mandate, structure, as well as our team members. Although operations will be considered under one umbrella on April 1, we will have a staged transition as we work diligently to implement new provincial processes and technologies over time. On April 1, our current Regional Health Authorities will be referred to as “operational zones” and each zone will be operating similarly as they did up until March 31. As we progress into the new provincial organization our aim is to do so as minimally disruptive to our vendor partners as possible.

Our vendors play a vital role in the delivery of patient care and the operations of our health facilities so we are committed to sharing information with you as frequently and efficiently as possible. As an appendix to this letter you will find Frequently Asked Questions (FAQs) as well as a diagram depicting key transition information. We encourage you to review these resources and share amongst your internal teams as necessary.

As always, we appreciate the patience and understanding from our vendor community. We look forward to advancing our vendor relationships with you as we navigate our new environment - together.

Thank you for your continued support and co-operation!

Vendor Management Team
Provincial Health Shared Services Supply Chain Department

FREQUENTLY ASKED QUESTIONS

Q1. As of April 1, who will be issuing purchase orders to my company?

A1. Your company will continue to receive purchase orders from each operational zone (formerly referred to as Regional Health Authority).

Q2. As of April 1, where does my company send invoices so I receive payment?

A2. Please continue to submit invoices based on the operational zone that issues the Purchase Order:

NLCHI – accounts.payable@nlchi.nl.ca

Eastern Health - accounts.payable@easternhealth.ca

Central Health - accounts.payable@centralhealth.nl.ca

Western Health - accountspayable@westernhealth.nl.ca

Labrador Grenfell Health - accpay@lghealth.ca

Q3. Who do I contact if I need more information regarding invoice payments?

A3. Please continue to contact the operational zone that issued the Purchase Order:

NLCHI – accounts.payable@nlchi.nl.ca

Eastern Health - accounts.payable@easternhealth.ca

Central Health - accounts.payable@centralhealth.nl.ca

Western Health - accountspayable@westernhealth.nl.ca

Labrador Grenfell Health - accpay@lghealth.ca

Q4. How do I register to receive further email updates from Vendor Relations?

A4. Please send an email with your corporate contact information to:

vendor.relations@centralhealth.nl.ca

Q5. Will the transition to a Provincial health authority affect Open Call postings on MERX?

A5. No, the [MERX](#) site will remain the same with all competitive bidding opportunities from all health zones.

Q6. Will Receiving sites be changing?

A6. No, receiving sites will remain the same. We always encourage vendors to confirm “ship-to” locations once they receive a purchase order from our Buyer.

Q7. Will there be a new name and logo for the new Provincial health authority?

A7. Yes, we will be announcing a new name and branding in coming weeks. It may take some time before vendors see those changes on purchase orders.

PROVINCIAL HEALTH AUTHORITY – SUPPLY CHAIN IMPACTS

Up to March 31, 2023

- Purchase Orders will be issued from each health organization as usual
- Receiving sites will remain listed on all Purchase Orders
- Invoices will be sent to and paid by each health organization as usual
- Buyers issuing Purchase Orders will remain same as usual
- Sourcing initiatives and competitive bids will remain the same on our MERX site
- Vendor Management initiatives will remain the same

April 1 onwards

- Purchase Orders will be issued from each organizational zone as usual
- Receiving sites will remain listed on all Purchase Orders
- Invoices will be sent to and paid by each organizational zone as usual
- Buyers issuing Purchase Orders will remain same as usual
- Sourcing initiatives and competitive bids will remain the same on our MERX site
- Vendor Management initiatives will remain the same

Future Vision

- Purchase Orders will be issued from the Provincial Health Authority
- Receiving sites will remain listed on all Purchase Orders
- Invoices will be sent to and paid by the Provincial Health Authority
- Buyers will be issuing Purchase Orders on a Provincial (versus Regional) basis
- Sourcing initiatives and competitive bids will remain the same on our MERX site
- Vendor Management initiatives will remain the same