

## Ordering Panbio Rapid Antigen Test Kits

The process outlined below outlines the steps to order Panbio rapid antigen test kits. Please note that swabs should be ordered 72 hours in advance, to ensure timely delivery. To streamline the distribution of test kits during the winter months and to ensure products do not freeze, Ontario Health will process only Non-emergency orders of Panbio between Monday to Wednesday. Orders received on Thursday and Friday or over the weekend will be delivered the following week. Any emergency orders (regardless of date) can be generally filled within 24 hours and 48 hours for more remote locations.

### Central, East, North and Toronto Regions

1. Please visit the eHealth portal, link: <https://ehealthontario.on.ca/en/health-care-professionals/digital-health-services>
2. Click “Make a Request” as displayed below:

The screenshot shows the 'Digital Health Services' page. At the top, it says 'Digital Health Services' with a yellow underline. Below that is a paragraph: 'Our suite of digital health services supports the delivery of modern, integrated, patient-centred care. Available to both individual clinicians and health care organizations, these robust, highly scalable services meet stringent privacy and security standards and enable the secure exchange of patient information across the province.' Below this is a yellow banner with the text 'Coronavirus (COVID-19) Personal Protective Equipment & Vaccination Supplies Requests'. Underneath the banner are three white cards, each with an icon and a 'Make a Request' button. The first card has a virus icon and is titled 'Vaccination Supplies Requests'. The second card has a person wearing a face mask icon and is titled 'Critical Personal Protective Equipment (PPE) and/or Swab Kit Requests'. The third card has a person wearing a face mask icon and is titled 'Critical Personal Protective Equipment (PPE) and/or Swab Kit Requests with WEST LHIN(s)'. The second and third cards are highlighted with a red border.

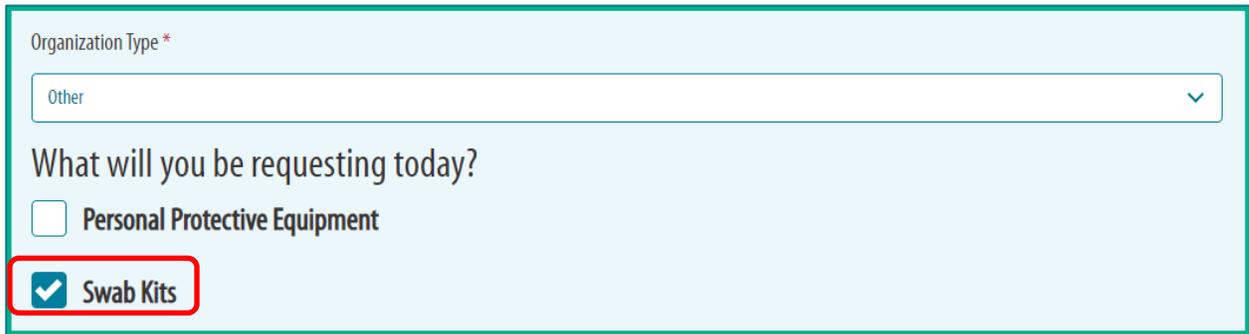
### Section 1: Consent

3. Complete the consent form.

## Section 2: General

4. If you are within the health sector, you can select your applicable organization type as usual (e.g. Retirement Home, Hospital, etc.). For non-health sector organizations, please select “Other” for “Organization Type\*”. Select the checkbox titled “Swab Kits” for all orders.

**IMPORTANT:** Please continue to source PPE through your regular channels.



The screenshot shows a form with a dropdown menu for "Organization Type \*" set to "Other". Below this is a question "What will you be requesting today?" with two checkboxes: "Personal Protective Equipment" (unchecked) and "Swab Kits" (checked). The "Swab Kits" checkbox is highlighted with a red box.

## Section 3: Contact Details

5. Complete all information required on the Contact Details page and press “Continue”.

**Note:** It is critical that the correct Region / LHIN is selected so that your request can be triaged to the appropriate Regional team – this will also help expedite the validation process.

## Section 4: Intake

6. Under “Item Type”, select “Swab Kits”
7. Complete the “Quantity”, “Timeline Required”, “Inventory On Hand Quantity”, “How fast are you moving through your supplies?”

For “Please select the most appropriate rationale for this swab request”, select other and please type: “*Panbio for screening*”

**Note:** The “Quantity” is in eaches and 1 box contains 25 kits. For example, if you are eligible for 10 boxes, you will need to enter 250 into the “Quantity” field.

Item Type:	Description:	Quantity (Amount in Eaches):	Timeline Required: (Please note, only items with less than 14 days on hand can be submitted through this intake process.)
Swab Kits	n/a	0	Choose...
Inventory on Hand Quantity	How fast are you moving through your supplies? *		
Amount in Eaches	Average consumption per day in Eaches		
0	0		
This value is used to better understand your ongoing provider needs. If you have not used this item before or do not know the consumption rate, please indicate how much of this item you expect to use each day or provide your best estimate for this request.			
Please select the most appropriate rationale for this swab request: *			
<input type="checkbox"/> Daily function (e.g. for Hospital, Assessment Centre, Public Health Unit, Primary Care, or Home Care Service Providers, etc.) <input type="checkbox"/> Presently dealing with a COVID-19 outbreak at this organization <input type="checkbox"/> Support provincial testing strategy for staff <input type="checkbox"/> Support provincial testing strategy for residents <input checked="" type="checkbox"/> Other			
Specify: *			
Panbio for Screening			

- In the “Please indicate any swab kit types that you would prefer to receive for COVID-19 testing” field please type “Panbio” for all orders

Please indicate any swab kit types that you would prefer to receive for COVID-19 testing (e.g., % NP swabs vs. % Deep Nasal/Throat swabs vs. % Saliva Neat swabs, etc.). Please note that we cannot guarantee that a specific swab type will be provided for your request.

Specify ← Panbio for testing <No. of Staff Members> across <No. of Homes>

- Click “Save” and then “Continue”

## Section 5: Confirm

10. Review the order then click “Complete Request”. You will receive an automated confirmation email once the order has been submitted. The email will be sent to the address provided on the “Contact Details” page. **Please review and save this email (do not delete)** as it contains a summary of your request and ticket incident numbers for each item requested.  
**Note:** Additional communication and updates will be received via an automatic email ticket notification, each time a request is created and resolved. Please check your junk mail in case these emails have been directed there.
11. Regional Supply Chain (RSC) team members will validate the requests against the eligibility list
12. RSC team will then escalate the request to Public Health Ontario (PHO)
13. PHO will enter orders into Stevens (i.e. distribution centre) and Stevens will ship these kits to the requesting entity. Once the order has been processed by PHO, you will receive a final automated email confirming the order will be shipped.

## West Region

1. Please visit the eHealth portal, link: <https://ehealthontario.on.ca/en/health-care-professionals/digital-health-services>
2. Click “Make a Request” as displayed below:

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2. Select the “Swab Order Form”

The screenshot shows a 'Forms' menu with three options: 'PPE Order Forms', 'Swab Order Form', and 'PPE Conservation Status'. Each option has a right-pointing arrow. The 'Swab Order Form' option is highlighted with a red border.

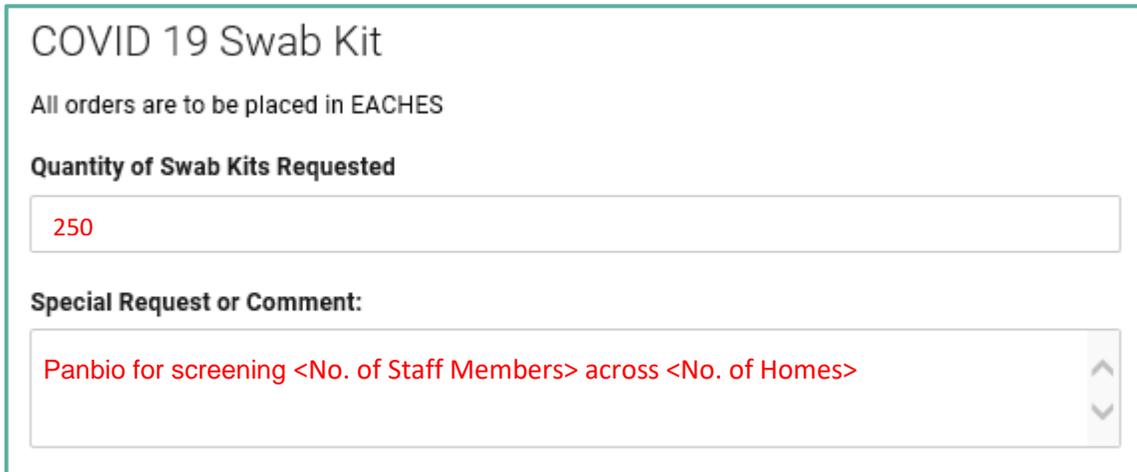
3. Complete all information required in the Contact Information section

4. Input the total amount eligible in “Quantity of Swab Kits Requested” field.

**Note:** The “Quantity” is in eaches and 1 box contains 25 kits. For example, if you are eligible for 10 boxes, you will need to enter “250” into the Quantity field.

5. In the “Special Request or Comment” field, please type:

- “Panbio for screening”



COVID 19 Swab Kit

All orders are to be placed in EACHES

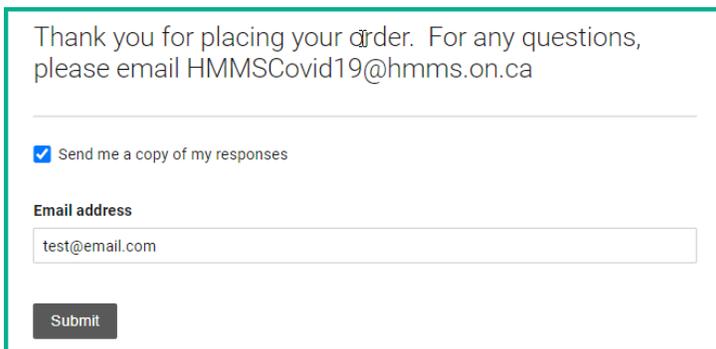
**Quantity of Swab Kits Requested**

250

**Special Request or Comment:**

Panbio for screening <No. of Staff Members> across <No. of Homes>

6. Click “Submit” when you are complete. If you would like to receive a copy of your response, selected the checkbox above the “Submit” button and input your email address.



Thank you for placing your order. For any questions, please email [HMMSCovid19@hmms.on.ca](mailto:HMMSCovid19@hmms.on.ca)

Send me a copy of my responses

Email address

test@email.com

Submit

7. Regional Supply Chain (RSC) team members will validate the requests against the eligibility list
8. RSC team processes the request and will have the product shipped within 72 hours. If you have any questions about your order, please reach out to [HMMSCovid19@hmms.on.ca](mailto:HMMSCovid19@hmms.on.ca)