



BC HEALTH AUTHORITY ACCOUNTS PAYABLE CONTACTS

Inquiries & Escalations

Escalations should follow the table below. DO NOT include higher levels of escalation until invoices are aged per table below:

Inquiry/ Escalation Tier	Days Aged	Contact	Response Times
0 – Current Invoice	0-30	n/a	Will not respond
1 – Inquiries	31-60	Contact information provided above.	5 Business Days
2 – Manager	61-120		
3 – Director	120+		
4 – Senior Director	150+		

Vancouver Coastal Health (VCH)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	VCH Inquiries Mailbox VCHAccountspayable@phsa.ca
2 – Manager	Yanna Drake, Manager, AP Yanna.Drake@phsa.ca
3 – Director	Mourad Birni, Director, AP Mourad.Birni@phsa.ca
4 – Senior Director	Andrew Wheeler, Senior Director, AP Andrew.Wheeler@phsa.ca
Phone Number: 604-297-9267	

Providence Health (PHC)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	PHC Inquiries Mailbox PHCAccountsPayable@phsa.ca
2 – Manager	Yanna Drake, Manager, AP Yanna.Drake@phsa.ca
3 – Director	Mourad Birni, Director, AP Mourad.Birni@phsa.ca
4 – Senior Director	Andrew Wheeler, Senior Director, AP Andrew.Wheeler@phsa.ca
Phone Number: 604-297-9267	

Provincial Health Services Authority (PHSA)

Excluding Langley Fulfillment Centre Inventory Purchases

Inquiry/ Escalation Tier	Contact
1 – Inquiries	PHSA Inquiries Mailbox PHSAAccountsPayable@phsa.ca
2 – Manager	Yanna Drake, Manager, AP Yanna.Drake@phsa.ca
3 – Director	Mourad Birni, Director, AP Mourad.Birni@phsa.ca
4 – Senior Director	Andrew Wheeler, Senior Director, AP Andrew.Wheeler@phsa.ca
Phone Number: 604-297-9267	

PHSA Langley Fulfillment Centre Inventory

Inquiry/ Escalation Tier	Contact
1 – Inquiries	FHA/LFC Inquiries Mailbox FHA_APIquiries@phsa.ca
2 – Manager	Poonam Bajaj, Manager, AP Poonam.Bajaj@phsa.ca
3 – Director	Damian Craig, Director, AP Damian.Craig@phsa.ca
4 – Senior Director	Andrew Wheeler, Senior Director, AP Andrew.Wheeler@phsa.ca
Phone Number: 604-455-1304 Ext: 741487	

Fraser Health (FHA)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	FHA/LFC Inquiries Mailbox FHA_APIquiries@phsa.ca
2 – Manager	Poonam Bajaj, Manager, AP Poonam.Bajaj@phsa.ca
3 – Director	Damian Craig, Director, AP Damian.Craig@phsa.ca
4 – Senior Director	Andrew Wheeler, Senior Director, AP Andrew.Wheeler@phsa.ca
Phone Number: 604-455-1304 Ext: 741487	

Interior Health (IHA)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	IHA Inquiries Mailbox fin_ap_inv_requests@interiorhealth.ca
2 – Manager	Iris Work , Manager, AP Iris.Work@interiorhealth.ca
3 – Director	Andrew Wheeler , Senior Director, AP Andrew.Wheeler@phsa.ca
4 – Senior Director	
Phone Number: 250-491-6330	

Northern Health (NHA)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	NHA Inquiries Mailbox accountspayable@northernhealth.ca
2 – Manager	Lorraine Smith , Manager, AP Lorraine.Smith@northernhealth.ca
3 – Director	Andrew Wheeler , Senior Director, AP Andrew.Wheeler@phsa.ca
4 – Senior Director	
Phone Number: 250-565-2495	

Vancouver Island Health (VIHA)

Inquiry/ Escalation Tier	Contact
1 – Inquiries	Erwin Dondoyano, Coordinator AP Erwin.Dondoyano@islandhealth.ca
2 – Coordinator	
3 – Manager	Donna Winter, Manager AP Donna.Winter@islandhealth.ca
4 – Director	Jessica Sanders, Director, Finance Jessica.Sanders@islandhealth.ca
Phone Number:	