

## 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<br><a href="mailto:VCHAccountspayable@phsa.ca">VCHAccountspayable@phsa.ca</a>       |
| 2 – Manager                | Yanna Drake, Manager, AP<br><a href="mailto:Yanna.Drake@phsa.ca">Yanna.Drake@phsa.ca</a>                  |
| 3 – Director               | Mourad Birni, Director, AP<br><a href="mailto:Mourad.Birni@phsa.ca">Mourad.Birni@phsa.ca</a>              |
| 4 – Senior Director        | Andrew Wheeler, Senior Director, AP<br><a href="mailto:Andrew.Wheeler@phsa.ca">Andrew.Wheeler@phsa.ca</a> |
| Phone Number: 604-297-9267 |   |

#### Providence Health (PHC)

| Inquiry/ Escalation Tier   | Contact   |
|----------------------------|---|
| 1 – Inquiries              | PHC Inquiries Mailbox<br><a href="mailto:PHCAccountsPayable@phsa.ca">PHCAccountsPayable@phsa.ca</a>       |
| 2 – Manager                | Yanna Drake, Manager, AP<br><a href="mailto:Yanna.Drake@phsa.ca">Yanna.Drake@phsa.ca</a>                  |
| 3 – Director               | Mourad Birni, Director, AP<br><a href="mailto:Mourad.Birni@phsa.ca">Mourad.Birni@phsa.ca</a>              |
| 4 – Senior Director        | Andrew Wheeler, Senior Director, AP<br><a href="mailto:Andrew.Wheeler@phsa.ca">Andrew.Wheeler@phsa.ca</a> |
| 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<br><a href="mailto:PHSAAccountspayable@phsa.ca">PHSAAccountspayable@phsa.ca</a>    |
| 2 – Manager                | Jasprit Singh, Manager, AP<br><a href="mailto:Jasprit.Singh@phsa.ca">Jasprit.Singh@phsa.ca</a>            |
| 3 – Director               | Mourad Birni, Director, AP<br><a href="mailto:Mourad.Birni@phsa.ca">Mourad.Birni@phsa.ca</a>              |
| 4 – Senior Director        | Andrew Wheeler, Senior Director, AP<br><a href="mailto:Andrew.Wheeler@phsa.ca">Andrew.Wheeler@phsa.ca</a> |
| Phone Number: 604-297-9267 |   |

#### PHSA Langley Fulfillment Centre Inventory

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

#### Fraser Health (FHA)

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

#### Interior Health (IHA)

| Inquiry/ Escalation Tier   | Contact   |
|----------------------------|---|
| 1 – Inquiries              | IHA Inquiries Mailbox<br><a href="mailto:fin_ap_inv_requests@interiorhealth.ca">fin_ap_inv_requests@interiorhealth.ca</a> |
| 2 – Manager                | Iris Work, Manager, AP<br><a href="mailto:Iris.Work@interiorhealth.ca">Iris.Work@interiorhealth.ca</a>                    |
| 3 – Director               | Andrew Wheeler, Senior Director, AP<br><a href="mailto:Andrew.Wheeler@phsa.ca">Andrew.Wheeler@phsa.ca</a>                 |
| 4 – Senior Director        |   |
| Phone Number: 250-491-6330 |   |

#### Northern Health (NHA)

| Inquiry/ Escalation Tier   | Contact   |
|----------------------------|---|
| 1 – Inquiries              | NHA Inquiries Mailbox<br><a href="mailto:accountspayable@northernhealth.ca">accountspayable@northernhealth.ca</a>     |
| 2 – Manager                | Lorraine Smith, Manager, AP<br><a href="mailto:Lorraine.Smith@northernhealth.ca">Lorraine.Smith@northernhealth.ca</a> |
| 3 – Director               | Andrew Wheeler, Senior Director, AP<br><a href="mailto:Andrew.Wheeler@phsa.ca">Andrew.Wheeler@phsa.ca</a>             |
| 4 – Senior Director        |   |
| Phone Number: 250-565-2495 |   |

#### Vancouver Island Health (VIHA)

| Inquiry/ Escalation Tier | Contact  |
|--------------------------|--|
| 1 – Inquiries            | VIHA Inquiries Mailbox<br><a href="mailto:accountspayabl@islandhealth.ca">accountspayabl@islandhealth.ca</a>               |
| 2 – Coordinator          | N/A  |
| 3 – Manager              | Donna Winter, Manager AP<br><a href="mailto:Donna.Winter@islandhealth.ca">Donna.Winter@islandhealth.ca</a>                 |
| 4 – Director             | Jessica Sanders, Director, Finance<br><a href="mailto:Jessica.Sanders@islandhealth.ca">Jessica.Sanders@islandhealth.ca</a> |
| Phone Number:            |  |