



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                | 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 |                                                                                                           |

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

Northern Health (NHA)

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