

APL Calgary and Area/Cardinal Health Physician's Office Supply Ordering Transition

Frequently Asked Questions

1. Why are you making this change?

APL Calgary and area is partnering with Cardinal Health to improve the supplies ordering process for our physicians. The use of Cardinal's online ordering system will provide a more efficient way to place as well as monitor your orders. The system provides real time information to you regarding your orders. This includes confirmation number, tracking number, and a listing of all items on backorder.

2. How will this benefit us in the clinics?

You will have more control over your order as well be able to see in real time what items are in stock or on backorder. You will also be provided the predicted shipping date.

3. Will this affect how we get our supplies?

You will now place orders electronically using Cardinal Health's online ordering system. This will replace the need for manual order forms to be completed and faxed or emailed to APL Calgary. Additionally, Cardinal Health will now be responsible for delivering all items; APL couriers will no longer deliver any supplies.

4. Will this change the supplies we are able to order?

No. We will continue to supply you with the same items we always have.

5. Is there any cost?

This will not change the current arrangement between you and APL.

6. What do I need to place orders?

You will require internet access and a device capable of web browsing, such as a PC or tablet. An email address for your location is also required if you wish to receive order confirmations.

7. How will I learn about placing orders and using the new system?

A representative from Cardinal will send you self-training materials and offer additional training if required. The training guide and other helpful documents are available by going to the APL website www.albertaprecisionlabs.ca and searching 'Cardinal'.

8. Does this change my order day?

Yes, you can submit you order any day of the month but please limit your orders to 1 order per month. Please remember: you don't pay for shipping on each order but we, APL, do.

9. Does this mean I can place orders whenever I need stock?

Please see question 8

10. I have placed my order, when will it be approved?

It will be approved 1 -2 days after you submit you order.

11. What if I need a supply for an emergency issue?

We ask all locations to keep reasonable amounts of stock to ensure they only need to order once per month. However, we do understand emergencies happen. In the case that you need an emergency order placed, please input the order as normal online and then send an email to APL Calgary PhysicianOrders@albertaprecisionlabs.ca.

- Indicate 'STAT/Emergency Order Approval Required' in the subject line of your email.
- Include your clinic name, address, phone number, reason for emergency order and any other pertinent information in the body of the email.

An APL Calgary staff member will contact you by return email to confirm.

12. Can I still submit orders via fax or email?

No. Once you transition to the new system, all orders will be processed online. The new system is more cost effective and allows APL to continue providing collection supplies at no cost.

13. Are there any changes to the items #s?

Yes. Changes will be listed under "IMPORTANT INFO" when you log into your ordering account.

14. Are there any changes to the items modality (each, pack, case) or quantity that I order of any items?

Yes. Please double check the unit of measure (UOM) when adding items to your cart

15. The smallest order quantity is more than I need, can I return the extras?

No, this is the smallest quantity we are able to ship. We ask that you hold onto the stock and continue to use it as necessary.

16. I already have an account with Cardinal Health, why do I need a new one?

The new account provided to you by APL Calgary is a special account number created just for your location which allows you to attain the laboratory supplies you have always received from former CLS at no charge from Cardinal Health.

If you use your existing Cardinal Account to order your lab supplies, you will be charged by Cardinal Health for these items.

17. Who can I contact?

For questions relating to the use of Cardinal Health's system and orders placed through it, please contact Cardinal Health at 1-877-878-7778 or AHS@cardinalhealth.ca

For collection requirements, APL Lab Information Centre (LIC) 403-770-3600