

## Ordering Rapid Tests (i.e. “Rapid Antigen Point-of-Care-Tests”) through Ontario Health

This document outlines the steps to order rapid antigen point-of-care tests through Ontario Health for each of the regions in Ontario. Please note:

- Requests for Rapid Tests should be submitted between Monday and Wednesday and at least 7- 14 business days in advance, if possible. (Please note: unless urgent, requests received on Thursday or Friday will be processed the following Monday and shipped when processed).
- Any emergency orders (regardless of date) can be generally filled within 24 hours, and 48 hours for more remote locations.
- Monitor your supply of tests to ensure tests with the nearest expiry dates are used first.
- To ensure timely delivery, please follow the ordering parameters for your test modality.
  - Panbio:
    - For large orders: Place your order in multiples of 800 (i.e. 800, 1600, 2400, etc.)
    - If your site requires fewer than 400 tests – order in multiples of 25 (25 tests per box).
  - BD Veritor:
    - Order Rapid Test kits in multiples of 30 (30 tests per box). There are 360 tests in a case.
    - You may order 2 analyzers, or up to the amount indicated on the onboarding template by your sponsor Ministry.
    - Certain lots of BD Veritor kits had their expiration dates extended. See appendix C for full details
  - Specifications for each rapid antigen test can be found in the appendices.

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## 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 a yellow-themed interface for requesting supplies. At the top, it says "Coronavirus (COVID-19) Personal Protective Equipment & Vaccination Supplies Requests". Below this are two white boxes, each with a person icon wearing a mask. The left box is titled "Critical Personal Protective Equipment (PPE), Swab Kit, and Rapid Tests" and has a "Make a Request" button with a mouse cursor over it. The right box is titled "Critical Personal Protective Equipment (PPE), Swab Kit, and Rapid Tests with WEST LHIN(s)" and also has a "Make a Request" button. Below these boxes, there is a section for "Personal Protective Equipment (PPE) Product Concerns/Complaints" with a note: "Should you have a concern/complaint about a product received from the Government of Ontario, please fully complete and submit this form." and a "File a concern or complaint" button.

### Section 1: Consent

3. Complete the consent attestation.

### Section 2: General

4. Select your applicable organization type (Note: Retirement Homes should only be selected if licensed; non-licensed settings should select “Other Congregate Care Homes” or “Other”).
5. Select the checkbox titled “Rapid Tests” for all orders.

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

Organization Type \*

Other

What will you be requesting today?

Personal Protective Equipment

Swab Kits

Rapid Tests

6. Select the attestation box for the Provincial Antigen Screening Program to confirm that you have reviewed the content and agree with the respected statement, then select continue.

**IF YOU ARE ORDERING COVID-19 POINT-OF-CARE ANTIGEN TEST KITS AS PART OF THE PROVINCIAL ANTIGEN SCREENING PROGRAM:**  
By selecting this box, you confirm that you have the authority to bind the organization that is ordering the test kits, and you confirm that you have read and agree to the PASP terms and conditions noted above.

**IF YOU ARE ORDERING COVID-19 POINT-OF-CARE MOLECULAR (e.g. ID NOW) TEST KITS:**  
By selecting this box, your organization confirms that it has read the above statements and would like to continue with this Point-of-Care Testing Form to submit your request to your Regional Lead. Additionally, I have verified or will verify and confirm that any Point-of-Care Rapid Molecular Test Kits (e.g. ID Now) I receive from Ontario Health will remain in Ontario, and will be used for direct patient care.

### Section 3: Contact Details

7. 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. The following link will provide you with the insight to your correct Region / LHIN: <http://www.lhins.on.ca/>



### Section 4: Intake

8. Under “Item Type”, select “Rapid Test”. You can subsequently select the rapid test you would like to order (i.e. either BD Veritor or Panbio).
9. Under “Description”, select the item to be ordered.
  - If ordering BD Veritor, you can order the following items:
    - Analyzer
    - Test kits
  - If ordering Panbio, you can order the following types (please select one):
    - Nasal
    - Nasopharyngeal (NP)
10. Fill in all the information and tailored questions for each Item Type and click “Save”.

**Note:** The “Quantity” is in eaches, i.e. number of singular tests. Write the number of tests needed in the appropriate multiples that each test type comes in.

- **Panbio:**
  - 1 box contains 25 tests. E.g. If you need 265 tests, place an order for 275 tests.
  - **Test kits:** Select the preferred swab type (Nasal or Nasopharyngeal). Stock will be provided based on availability. Over time, the provincial stockpile will be replenished only with nasal swab kits.
- **BD Veritor:**
  - **Test kits:** 1 box contains 30 tests. E.g. If you need 265 tests, place an order for 270 tests.
  - **Analyzer:** BD Veritor analyzers have a lifetime capacity of either 3,500 or 10,000 tests, depending on the model. Analyzers should be ordered if this is your organization’s first request; if your program is expanding; or if your organization’s current stock of analyzers is nearing its lifetime capacity.

Item Type and quantity of individual units requested:

Item Type	Description	Quantity (Eaches)	Timeline Required	
Rapid Tests: BD Veritor	Analyzer	2	5 Days	 

**Note:** When you select 'Save', the item your ordered will be added here. In this scenario, an analyzer for BD Veritor has been added to the order and an entry for BD Veritor Test Kits in in progress.

Item Type:

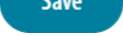


Description:

Quantity (Amount in Eaches):

Timeline Required:

(Please note, only items with less than 14 days on hand can be submitted through this intake process.)

Please be advised that biohazard bags are not included in Rapid Test orders. Organizations are responsible for procuring biohazard bags independently.

11. Once all the mandatory fields are entered and  is selected, the requested item will appear at the top of the entry screen. You can edit the request by selecting the  icon or delete the request by selecting the .

12. If you are ordering multiple items, repeat steps 8-11.

13. Click “Save” and then “Continue”

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## Section 5: Confirm

14. 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.

15. Once submitted, your request will be reviewed and assessed against available inventory. Your organization may be contacted for additional information pertaining to your order, or if any modifications are needed. When the order has been processed, you will receive a final automated email confirming order shipment. Please expect at least 48-72 hours to receive your supplies.

## 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:

The screenshot shows a yellow header with the text "Coronavirus (COVID-19) Personal Protective Equipment & Vaccination Supplies Requests". Below this are two white boxes. The left box contains an icon of a person wearing a face mask and the text "Critical Personal Protective Equipment (PPE), Swab Kit, and Rapid Tests" with a "Make a Request" button below it. The right box contains the same icon and text, but with "with WEST LHIN(s)" added to the text, and a "Make a Request" button with a mouse cursor hovering over it. Below these boxes is a section titled "Personal Protective Equipment (PPE) Product Concerns/Complaints" with the text "Should you have a concern/complaint about a product received from the Government of Ontario, please fully complete and submit this form." and a "File a concern or complaint" button.

2. Select the “Swab Order Form”

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

The screenshot shows a section titled "Forms" with three blue buttons. The first button is "PPE Order Forms" with a right arrow. The second button is "Swab Order Form" with a right arrow, and it is highlighted with a red border. The third button is "Regional PPE Conservation Status" with a right arrow.

3. Complete all information required in the Contact Information section

4. Under the “Types of COVID 19 Test Kits” field, please select the type of test kit you are ordering (e.g. Panbio Rapid Antigen Test Kits, BD Veritor Rapid Antigen Test Kits). Once selected, proceed to fill in the quantities requested below.

**Note:** The “Quantity” is in eaches, i.e. number of singular tests. Write the number of tests needed in the appropriate multiples that each test type comes in.

- **Panbio:** 1 box contains 25 tests. E.g. If you need 265 tests, place an order for 275 tests.
- **BD Veritor:** 1 box contains 30 tests. E.g. If you need 265 tests, place an order for 270 tests.

### Panbio Example

Provincial COVID 19 Swab Kits Available

**Types of COVID 19 Test Kits \***  
Please select the type of COVID 19 test kits you wish to order

Regular PCR Swab Collection Kits  
 ID NOW  
 Panbio Rapid Antigen Test Kits  
 BD Veritor Rapid Antigen Test Kits

**IF YOU ARE ORDERING COVID-19 POINT-OF-CARE ANTIGEN TEST KITS AS PART OF THE PROVINCIAL ANTIGEN SCREENING PROGRAM: \***  
By selecting this box, you confirm that you have the authority to bind the organization that is ordering the test kits, and you confirm that you have read and agree to the PASP terms and conditions noted above.

**Panbio NASAL Rapid Antigen Test Kits**  
Quantity Requested in EACHES

Please Note: Panbio NPS Rapid Antigen Test Kits are no longer available through OH West region

**Is this your organization's first request for rapid tests? \***

Yes  
 No

**Special Request or Comment:**

### BD Veritor Example

Provincial COVID 19 Swab Kits Available

**Types of COVID 19 Test Kits \***  
Please select the type of COVID 19 test kits you wish to order

Regular PCR Swab Collection Kits  
 ID NOW  
 Panbio Rapid Antigen Test Kits  
 BD Veritor Rapid Antigen Test Kits

**IF YOU ARE ORDERING COVID-19 POINT-OF-CARE ANTIGEN TEST KITS AS PART OF THE PROVINCIAL ANTIGEN SCREENING PROGRAM: \***  
By selecting this box, you confirm that you have the authority to bind the organization that is ordering the test kits, and you confirm that you have read and agree to the PASP terms and conditions noted above.

**BD Veritor Analyzers**  
BD Veritor analyzers have a lifetime capacity of either 3,500 or 10,000 tests, depending on the model. Analyzers should be ordered if this is your organization's first request, or if your organization's current stock of analyzers is nearing its lifetime capacity

Quantity Requested in EACHES

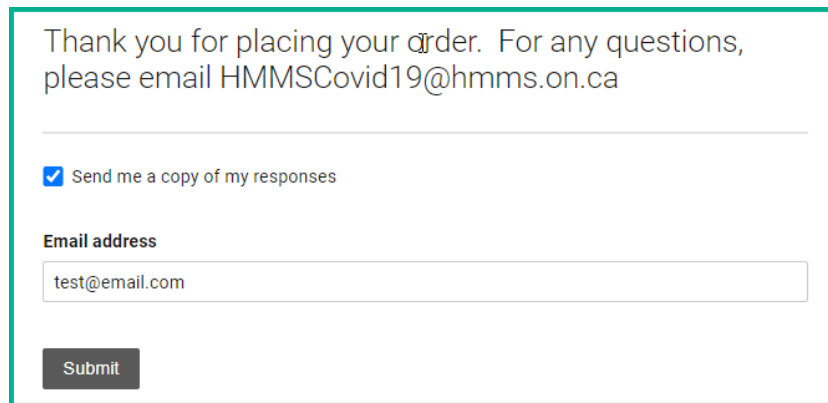
**BD Veritor Test Kits**  
Quantity Requested in EACHES

**Is this your organization's first request for rapid tests? \***

Yes  
 No

**Special Request or Comment:**

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5. Click "Submit" when the form is completed. If you would like to receive a copy of your response, select 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)

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Send me a copy of my responses

**Email address**

6. Once submitted, your request will be reviewed and assessed against available inventory. Your organization may be contacted for additional information pertaining to your order, or if any modifications are needed. When the order has been processed, you will receive a final automated email confirming order shipment. Please expect to receive your supplies within 72 hours. If you have any questions about your order, please reach out to [HMMSCovid19@hmms.on.ca](mailto:HMMSCovid19@hmms.on.ca)



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## Appendix A: Panbio Specifications

Product Details	Specification
Tests per Box (Eaches)	25
Box Weight (in lbs)	2
Box Dimensions (in cm)	23 x 12.5 x 9
Boxes per Case (eaches)	32
Tests per Case (eaches)	800
Case Weight (in lbs)	33
Case Dimensions (in cm)	47 x 53 x 39
Cases per Pallet (eaches)	12
Tests per Pallet (eaches)	9600
Temperature Considerations	Transportation and storage must contain products between 2° to 30° Celsius
Additional Details	Product cannot be frozen

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## Appendix B: BD Veritor Specifications

Product Details	Specification
Tests per Box (Eaches)	30
Box Weight (in lbs)	1.7
Box Dimensions (in cm)	25.4 x 20 x 15.2
Boxes per Case (eaches)	12
Tests per Case (eaches)	360
Case Weight (in lbs)	24.2
Case Dimensions (in cm)	50.8 x 43 x 46.4
Cases per Pallet (eaches)	8
Tests per Pallet (eaches)	2880
Analyzer Dimensions (in cm)	14.3 x 9 x 7.6
Analyzer Weight (in lbs)	0.66
Temperature Considerations	Transportation and storage must contain products between 2° to 30° Celsius
Additional Details	Product cannot be frozen

## Appendix C: BD Veritor Expiry Extension

Further testing was conducted on BD Veritor Kits to support a shelf-life of 12 months. There are some lots of BD Veritor test kits that will have the original expiry, which can now be extended. For these lots, the product Unique Device Identifier (UDI) barcode on the kit box will display the original expiry date until you receive kits with the updated labeling. The expiration date has been extended on the following kits.

Lot Number	Original Expiry	New Expiry
0294803	3/25/2021	09/25/2021
0295733	3/26/2021	09/26/2021
0331698	4/1/2021	10/01/2021
0332652	4/2/2021	10/02/2021
0311781	4/6/2021	10/06/2021
0303674	4/7/2021	10/07/2021
0314005	4/8/2021	10/08/2021
0309513	4/9/2021	10/09/2021
0331906	4/12/2021	10/12/2021
0333772	4/13/2021	10/13/2021
0342239	4/16/2021	10/16/2021
0335228	4/19/2021	10/19/2021
1013902	5/17/2021	11/17/2021
1010086	5/18/2021	11/18/2021
0340740	5/20/2021	11/20/2021
0343900	5/20/2021	11/20/2021
0346215	5/22/2021	11/22/2021
0349155	5/26/2021	11/26/2021
0357565	5/31/2021	11/31/2021
0358634	6/2/2021	12/02/2021
0356935	6/4/2021	12/04/2021
0364277	6/7/2021	12/07/2021
0365333	6/9/2021	12/09/2021
0361837	6/10/2021	12/10/2021
1002327	6/11/2021	12/11/2021
1003502	6/14/2021	12/14/2021
1007570	6/16/2021	12/16/2021
1013906	6/22/2021	12/22/2021
1017995	6/22/2021	12/22/2021
1014710	6/24/2021	12/24/2021
1022146	6/24/2021	12/24/2021
1016642	6/25/2021	12/25/2021
1020841	6/25/2021	12/25/2021
1019883	6/29/2021	12/29/2021
1018218	6/30/2021	12/30/2021
1026113	6/30/2021	12/30/2021
1021217	7/1/2021	01/02/2022

<b>Lot Number</b>	<b>Original Expiry</b>	<b>New Expiry</b>
1022997	7/2/2021	01/02/2022
1024065	7/4/2021	01/04/2022
1029376	7/6/2021	01/06/2022
1032077	7/6/2021	01/06/2022
1035279	7/6/2021	01/06/2022
1027050	7/7/2021	01/07/2022
1033798	7/7/2021	01/07/2022
1035122	7/7/2021	01/07/2022
1028825	7/9/2021	01/09/2022
1031666	7/9/2021	01/09/2022
1036924	7/10/2021	01/10/2022
1046484	7/10/2021	01/10/2022
1038934	7/12/2021	01/12/2022
1038689	7/13/2021	01/13/2022
1041056	7/15/2021	01/15/2022
1042874	7/15/2021	01/15/2022
1040092	7/16/2021	01/16/2022
1045248	7/16/2021	01/16/2022
1044778	7/19/2021	01/19/2022
1047008	7/19/2021	01/19/2022
1050036	7/19/2021	01/19/2022
1050033	7/19/2021	01/19/2022
1047060	7/20/2021	01/20/2022
1050617	7/20/2021	01/20/2022
1047054	7/21/2021	01/21/2022
1047064	7/21/2021	01/21/2022
1050591	7/21/2021	01/21/2022