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# Drug Distribution Centre (DDC)

**One source, thousands of products.**



Canada 

# About the Drug Distribution Centre (DDC)



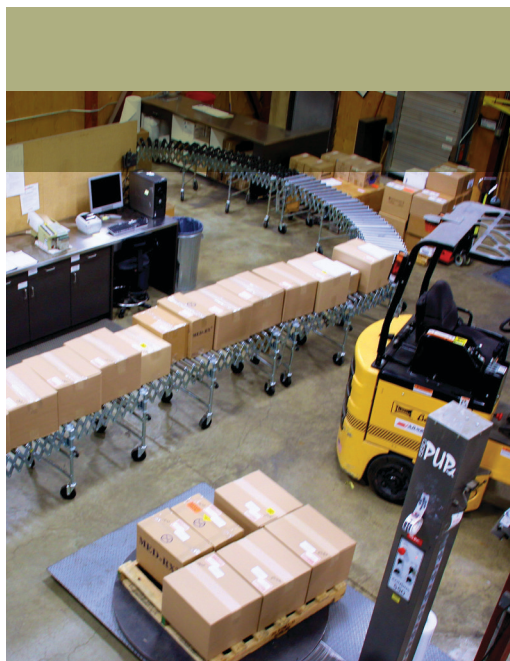
The Drug Distribution Centre (DDC) is a federally-licensed Health Canada facility, located in Edmonton, Alberta. The DDC offers an array of pharmaceuticals, medical supplies and equipment through its two lines of business: DDC Pharmacy and DDC Warehouse.

The Centre offers quick order turnaround times, assists customers with product research, and provides comprehensive procurement, finance, processing and shipping services so customers can focus on their clients and business.

## Who are DDC Customers?

All First Nations health centres and nursing stations located in Alberta can source pharmaceuticals, medical supplies and equipment through the DDC.

The DDC Warehouse product list and sourcing services are also available to First Nations and Inuit health facilities across Canada as well as Canadian federal government departments and agencies.



## The DDC is Committed to:

- **Efficient service delivery**  
Customers have the option of developing their own customized order form, with assistance from DDC staff. This customized form creates a simple one-step ordering process, enabling the Centre to process most orders within one to two business days and fulfill most stock-item orders within two to three business days.
- **Cost-effectiveness**  
The DDC purchases much of its inventory in bulk. This enables the Centre to pass cost-savings on to customers, who are then free to order products in the quantities they require. In addition to lower-priced products, customers also benefit from lower shipping and inventory management costs.
- **Reliability**  
The DDC works continuously to ensure that customers not only have access to the highest quality products but that orders are received quickly and in good condition. The Centre ensures all questions and concerns are resolved quickly and to the utmost satisfaction of its customers.

*In the event of a product recall or safety alert, the DDC notifies affected customers and arranges for the safe return and processing of recalled items.*

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*The DDC is positioned to provide emergency services in a variety of unique situations. For example, during the H1N1 (2009) pandemic, several First Nations and Inuit organizations, as well as Canadian federal government departments and agencies utilized the DDC's cold chain management system to ensure vaccine shipments were received quickly and in good condition.*

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*The DDC Warehouse possesses a Drug Establishment License from Health Canada that requires the facility to undergo regular and rigorous quality inspections and also holds the Centre to strict Good Manufacturing Practices.*

# About DDC Pharmacy

DDC Pharmacy provides a variety of services to First Nations health centres and nursing stations located in Alberta. Select DDC Pharmacy services are also available nationally to First Nations and Inuit health facilities as well as Canadian federal government departments and agencies.

## First Nations Health Facilities – Alberta

DDC Pharmacy is licensed by the Alberta College of Pharmacists and offers the following services to First Nations health centres and nursing stations located in Alberta:

### Pharmaceutical

- DDC pharmacists fill client-specific orders for prescription drugs.
- To help clients adhere to their prescription drug regimens, DDC Pharmacy offers customized drug packaging where medications are grouped by dosing schedule and dispensed in a blister pack.

- When urgent, DDC Pharmacy can fill and ship certain prescription medication orders within one business day following receipt. Non-urgent orders are typically filled and shipped within two to five business days following receipt.

### Home Care

- DDC pharmacists fill client-specific orders for individual home care products.
- Home care prescription orders are submitted directly to DDC Pharmacy by home care nurses through a standardized order form.
- Home care prescription orders are typically filled and shipped within two to five business days following receipt.

## First Nations and Inuit Health Facilities – Nationally

First Nations and Inuit health facilities across Canada can source home care products through DDC Pharmacy.

## Canadian Federal Government Departments and Agencies

Canadian federal government departments and agencies may source drugs for clinic use through DDC Pharmacy.

*Health centres and nursing stations throughout Alberta are charged the same minimal prescription dispensing and shipping fees, regardless of location or season.*

# About DDC Warehouse

## Over 1,600 Unique Catalogue Items

The DDC's 16,000 square foot Warehouse facility maintains an inventory of over 1,600 unique catalogue items. Regularly stocked supplies include:

- Medical supplies and equipment (e.g., wound care, surgical and diabetes)
- Drugs
- Vaccines

The facility also offers specialty item sourcing. Upon request, staff assist with product research and determine the most economical sourcing method.

The DDC Warehouse product list and sourcing services are available to First Nations and Inuit health facilities across Canada as well as Canadian federal government departments and agencies.



# Contact the DDC

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