



Frequently Asked Questions (FAQ) – Updated 20th May 2025
O&M Halyard 4PL Transition

[Have questions or need more details? Submit your query by clicking here!](#)

OR

Simply scan the QR code



Q1. Who is the new 4PL provider, and what do they do?

Ans: ParagonCare

ParagonCare (PGC) and Clifford Hallam Healthcare (CH2) are two leading Australian healthcare companies that have merged to form a single, integrated healthcare solutions provider.

- **ParagonCare** specialises in medical equipment, devices, diagnostics, consumables, and technical servicing, supporting hospitals, aged care, primary care, and allied health providers. Their focus is on delivering clinical solutions and maintaining medical technology through service and support.
- **Clifford Hallam Healthcare** was one of Australia's largest distributors of pharmaceuticals, medical consumables, surgical products, and PPE, with a strong national logistics network and a wide presence across hospitals, aged care, pharmacies, GPs, and government services.

Q2. What is the difference between ParagonCare and CH2?

Ans. There has been a transformative merger between ParagonCare and CH2, which has created a leading healthcare wholesaler, distributor, and manufacturer operating across growing healthcare markets in the Asia Pacific region.

The two companies are now operating as one unified entity under the ParagonCare brand. As the merger progresses, you may notice co-branding with Clifford Hallam Healthcare (CH2) across some communications and materials. The teams remain the same and are committed to providing the best possible service to customers, patients, and partners.

Q3. What is the timeline for the transition?

Ans: The transition is planned to go live on **2nd June 2025**.

Q4. How will transitioning to a 4PL model benefit our logistics and operations?

Ans: By transitioning to a 4PL model, we aim to streamline logistics, reduce operational complexities, and improve delivery times. This shift will enable:

Optimised Logistics: ParagonCare's national warehouse network will enable faster, more localised deliveries and expanded product ranges, while streamlining logistics to improve service delivery.

Improved Sustainable Services: The synergies with ParagonCare will reduce operational complexities, leading to improved processes and a reduced carbon footprint.

Continued Support: While ParagonCare will manage logistics and distribution, O&M Halyard remains your primary point of contact. We will continue to manage customer relationships, product support and education, with our team "on the ground" every day.

Q5. What is the impact on customers and the supply chain?

Ans: Customers will now be able to place orders directly via ParagonCare's CH2 Direct Portal or through your normal ordering process with ParagonCare. Additionally, we are expanding our warehouse network from 3 to 8 warehouses, which will enhance our ability to serve customers more efficiently and improve overall supply chain performance.

Q6. How will updates on the transition be communicated to customers?

Ans: Customers will receive regular updates via email to support them through the transition, including an external FAQ document to assist with any questions, with an option to submit any queries via link above or or scan the QR code provided.

Q7. Are the product codes changing?

Ans. All O&M Halyard codes will be available through ParagonCare. A full list of the corresponding ParagonCare codes is available — [here's the link](#).

Q8. We already have an account with CH2. Do we need a ParagonCare account?

Ans. No, you do not need a separate ParagonCare account.

Q9. What is ParagonCare's ABN?

Ans. ParagonCare's ABN is 38 001 655 554.

Q10. Where are the distribution centre and ParagonCare's Global Location Number (GLN)?

Ans.

9377778130996	CH2 Company GLN	Suburb	State	Pin Code
9327309000007	17 Hudson Court	Keysborough	VIC	3173
9327309000052	13 Lampton Avenue	Derwent Park	TAS	7010
9327309000069	Level 1, 5 Eucalyptus Place	Eastern Creek	NSW	2766
9327309000014	3 Balbu Close	Beresfield	NSW	2322
9327309000021	2-10 Kaurana Avenue	Edinburgh	SA	5111
9327309000038	Unit 2 & 3, 14 Luke Street	Lytton	QLD	4178
9377779497685	579 Woolcock Street	Mount Louisa	QLD	4814
9327309000076	10 Hugh Edwards Drive	Perth Airport	WA	6105

Q11. How do we get an account application form?

Ans. To access the application form, please visit: <https://www.ch2.net.au/contact-us/enquiries>

Q12. What will happen with open orders at cut-off?

Ans. We will notify you through O&M Halyard customer service of any open orders that will be closed out with O&M Halyard and need to be re-ordered through ParagonCare.

Q13. When will you last dispatch goods to us?

Ans. O&M Halyard's last dispatch will be on **Wednesday, 28th May 2025**.

Q14. Who do we pay in the future?


Ans. Orders placed and shipped through O&M Halyard will be paid through final statements to O&M Halyard. Future orders managed through ParagonCare will be paid to them.


Q15. Is my Sales Contact changing?

Ans. No, O&M Halyard sales teams are still your key contact point for product information. This transition is about improving your ordering and logistics processes.

Q16. Who do I contact for delivery issues?

Ans. From **2nd June** onwards, all issues should be directed to ParagonCare (CH2):


 hospital@ch2.net.au

 1300 724 273

Q17. Who do I contact for returns?

Ans. From **2nd June** onwards, all issues should be directed to ParagonCare (CH2):

 hospital@ch2.net.au

 1300 724 274

Q18. What is happening to existing contracts?

Ans. Contracted pricing and key conditions remain the same. This transition may impact subcontracting arrangements under existing contracts. Please contact us directly at Customercommunication@owens-minor.com if you require assistance with variation documentation.

Q19. Are our units of measure changing?

Ans. No, we are continuing to sell products in full cartons. There are instances when ParagonCare will continue to support less-than-case sales, such as ward box deliveries.

Please find below ParagonCare's Legend for unit of measures however cartons will be the default unit of measure for Owens and Minor Halyard products.

CT = Carton

PK = Pack

BX = Box


EA = Each

Q20. Can we access O&M Halyard products through CH2Direct?

Ans. Yes, all our products, pricing, and delivery access will be fully loaded on CHDirect prior to go-live.

Q21. What is the phone number and email contact at ParagonCare?

Ans.  hospital@ch2.net.au

 1300 724 274

Q22. Can we order from O&M Halyard after go-live?

Ans. No, we will move all stocks to ParagonCare. That is why we need all help to have customers prepare for the cutover weekend, 31st May.

Q23. Will I be charged additional distributor fees for O&M Halyard goods?

Ans. No distribution fee will be charged when ordering **full carton** from ParagonCare for existing O&M Halyard products.


Q24. Where can I find the Terms and Conditions of Sale?

Ans. You can access the CH2 Terms and Conditions of Sale at the following link:

https://www.direct.ch2.net.au/images/ch2_terms_and_conditions.pdf.

Q25. Who should I contact for invoicing and payment-related queries after the transition to ParagonCare?

Ans: For any invoicing and payment enquiries, please contact:

 1300 659 955

 chaccounts@ch2.net.au