

NYC Emergency Supply on Medline.com

September 2020

🕽 2020 Medline Industries, Ind



Overview Stockpile Purpose

The NYC PPE Stockpile was developed as a backstop to NYC Healthcare organizations to be accessed when all other options are exhausted.



Overview FAQ Document



PPE Stockpile Overview

- By submitting an order through Medline you are confirming that the PPE you are requesting is required to protect staff and patients during the COVID-19 response and you currently have less than one week of the requested supplies on hand. This confirmation is important to the City's potential request for Federal reimbursement for the PPE being provided to your healthcare organization.
- Monthly order quantity caps are established for each organization and will not be turned on (except for testing sites) until the city determines allocations should be turned on
- You may request product once per week, as needed, or in an emergency where all other supplier options have been exhausted
- Product quantities are represented as cases and will be delivered in cases
- All requests must be submitted on medline.com prior to 10:30am for next day delivery Monday through Friday
- NYC holds the right to charge a cost associated with a supply request

Support Contact Information

Medline Customer Support Number: 866-478-1490 ext 2222

 For any questions regarding medline.com ordering, please contact the Medline customer support number

DOHMH Support Email: PPEsupport@health.nyc.gov ; 866-692-3641

Overview **FAQ Document**

Can I order other items from Medline.com

• No, the account that is being set up for you is solely for the NYC stockpile. You will not be able to browse the site, you will only be able to see products that NYC has designated to you.

What items can I order?

 Depending on your facility, the following items may be available - Isolation Gowns, Goggles, Nitrile Gloves, Faceshields, Body Bags, Bouffant Caps, Boot Covers, Surgical Masks, N95, Infrared Digital Thermometers, Resuscitation Bags, Hand Sanitizer

Will we be charged for what we order?

 The City of New York may seek to recover costs for provision of PPE supplies that is not reimbursable under applicable FEMA emergency reimbursement policies. At this time, FEMA policies do not enable reimbursement of supplies provided to private for-profit entities, and therefore the City may seek cost recovery from these entities at a later date. Maximum rates set for cost recovery are prevailing market rate and are summarized in the table to the right



| Category | Price Per Unit |
|-------------------------|----------------|
| L3 Iso Gowns | \$1.25 |
| N95 Masks | \$0.75 |
| Nitrile Gloves | \$0.08 |
| 3-Ply Surgical Masks | \$0.13 |
| Face Shields | \$1.25 |
| Bouffant Caps | \$0.15 |
| Shoe Covers (Pair) | \$0.30 |
| Goggles | \$1.50 |
| IR Digital Thermometers | \$26.58 |
| Disaster Body Bags | \$16.34 |
| Hand Sanitizers (16oz) | \$4.25 |
| Resuscitation Bags | \$8.09 |



Overview **FAQ Document**

How can I order more than my monthly allocated amount?

• You can place orders above your allocated amount but an order containing any one item over its allocation amount will flag the entire order and will require approval.

Can I place multiple orders per week / per month?

Please only enter one request per week. In an emergency, you can place an additional order, although the monthly product cap will remain the same.
 Example: Order one falls below allocation amount, order two within the same week falls over the monthly allocation amount – this order will be flagged and will need to be approved.

When do I need to place my orders?

• In order to receive your order the following business day orders will need to be placed before 10:30am

Where can I find more information on how to navigate Medline.com?

A step-by-step guide will be provided. For any questions on Medline.com, please contact the medline.com NYC customer service desk: 866-478-1490 ext
 2222



Overview Webinar Overview

- 1. The NYC PPE Stockpile was developed as a backstop for healthcare organizations, only to be accessed when all other options are exhausted
- 2. Facility requestors accounts have been established and user information will be provided in email on Thursday, September 10, 2020. Users include everyone who received an invitation to the webinar:
 - 1. Facility Supply Chain Leader
 - 2. Facility Emergency Manager(s)
- 3. Monthly allocation methodology developed by NYC and will be noted on the medline.com platform

4. Requests for stockpile product should only be submitted if all other options have been exhausted

- 1. If a time comes where you need to access the stockpile, it is recommended that 1 request is submitted per week, under the monthly allocation amount
- 2. Quantity fields are prefilled with maximum monthly case allotment
- 3. Orders should be placed as needed (may be more often than monthly)
- 4. You are encouraged to only order as much as needed within the monthly allotment
- 5. NYC approval workflow is established for request over the allocated amounts
 - 1. Approval will delay your delivery

5. Deliveries are made next day – Monday through Friday

- 1. Requests must be in by 10:30am for next day delivery (Friday requests will be delivered Monday)
- 6. The City of New York may seek to recover costs for provision of PPE supplies that is not reimbursable under applicable FEMA emergency reimbursement policies. At this time, FEMA policies do not enable reimbursement of supplies provided to private for-profit entities, and therefore the City may seek cost recovery from these entities at a later date.
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Account Access/ User Views

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First Login

- Visit <u>www.medline.com</u>
- Click "LOGIN/REGISTER"
- Enter your username and temporary password of welcome123 per NYC instructions
- Click "LOGIN"

If you ever forget your password in the future, you can click the "Forgot Username or Password?" link below the text fields to go through that process

| MEDLINE | Search Products by Part # or Keyword | in products - Q LOGIN / REGISTER |
|---|---|----------------------------------|
| PRODUCTS ~ WHO WE SERVE ~ | SUPPLY CHAIN 👻 BUSINESS SOLUTIONS 👻 | CLINICAL EXPERTISE ABOUT |
| COVID-19 Re Get the latest updates on access to high- Information includes: – Supply availability update – Global infrastructure mobilization effo – Collaboration with government and ot – Expert guidance and conversations fro | Login Username Password Password? | x |
| COVID-19 RESOURCE CENTER | Everyday Consumer? Shop, <mark>Medline at Home</mark> | |
| | | |



First Login

Create Unique Password

Upon Login, you will be asked to change your password to something unique to you

| Change Your Password | |
|---|--|
| It is required to change password before access | ing your account. |
| Enter New Password | |
| Confirm New Password | Password Policy: - Must be between 3 and 14 characters long - A numeric character is required - An uppercase character is required |
| SUBMIT | \square |



First Login

Terms & Conditions

Accept Terms & Conditions

Terms of Use

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Access and Use of Information

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Medline has developed a compliance program to ensure that its policies and internal controls adhere to applicable statutes and regulations affecting the health care industry. Medline affirmatively declares that it is in compliance with both its own Program and the requirements of §§ 119400-119402 of the California Health and Safety Code.





First Login Select a Location

If you have access to multiple locations, select the one for which you want to

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order



Account Access/User Views

Access can vary by the user

Depending on your level of access, you may log into the site:

- Exclusively for a single facility,
- Over multiple facilities, or
- Over entire groups





Account Access/User Views **User Views**

Main Pages to Use Upon Login:

- My Account shows order snapshots
- Shopping Lists start orders with the list of items currently available

Reset

Creation Date

09/01/2020

in Shopping List Name 😎

09/01/2020

Last Accessed 🚽 Last Updated

09/01/2020

Shopping Lists

Search: Search for

Shopping List Name

BROOKDALE UNIVERSITY

Search

My Account Home

View Current Cart

Create New Order

Search Orders

Order Dashboard 🌟

Search Backordered Items Shopping Lists (Templates) Search Item History Upload Orders

My User Preferences

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My Orders

| Search Products by Part # of Reyword in products • Q MY ACCOUNT • If CART PRODUCTS • WHO WE SERVE • SUPPLY CHAIN • BUSINESS SOLUTIONS • CLINICAL EXPERTISE • ABOUT Other My Account Home My Account Home My Account If Create New Order Orders Orders Orders If Create New Order Orders Orders If Create New Order Orders Orders If Create New Order Orders Order Orders | | | | | | | | |
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| ler Date PO Number Created By Order Status | JNU VEGA | y X | submitted Orders View | v more Combine Un- Number | Submitted Orders | Order Status | | |



Restricted Views Searching Catalog

Product Search is Unavailable for the NYC Emergency Stockpile Logins

For the stockpile purchase program, regular search has been disabled. You MUST visit the Shopping List page to view products available for order.





Place an Order

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Place an Order Start in Shopping List

Click on Shopping List

Displays the current list of items available to order

- Quantity fields are prefilled with maximum monthly case allotment
- Orders are placed as needed (may be more often than monthly)
- You are encouraged to only order as much as needed within the monthly allotment

| My Account Home | Shopping Lists | | | | | ? | Help for | this page |
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| My Orders | | | | | | | | |
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| Create New Order | | | | | You can create ne | w shopping lists by | uploading | a |
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| Search Orders | | | | | Download Sample | e Shopping List File | | |
| Search Backordered Items | | | | | <u>Upload New Shop</u> | ping List | | |
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Place an Order Add Items to Order

Add from Shopping List:

- Click the checkbox to accept the prefilled quantity amount for the month, or
- Override the quantity on the item line, and
- Click "Add to Order"

| View Shoppin | g List | | | | 覧 Sa | ave As PDF (H | elp for this page |
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| NYCFFP2MASK | 51 | 2000/CS | SURG 3PLY M | ASK, BLUE EAR LOOP | 1CS, 2000EA | 1 | 2 |
| Category: NON-SI | URGICAL MED | ICAL GLOVES | | | | | Z |
| NYCNGPF7000L | 100 | 1000/CS | FDA CE NITRI | LE EXAM GLOVE LRG 1 | CS, 1000EA | Ì | |
| NYCNGPF7000M | 150 | 1000/CS | FDA CENITRIL | E EXAM GLOVE MED 1 | CS, 1000EA | Ì | |
| NYCNGPF7000S | 150 | 1000/CS | FDA CENITRIL | E EXAM GLOVE SML 1 | CS, 1000EA | Ì | |
| Category: BOUFF | ANT CAPS | | | | | | |
| NYCME500 | 38 | 1000/CS | ME 500 BOUF | ANT CAP FDA APPRVI | D 1CS, 1000EA | Ì | |
| Category: FACE S | HIELDS | | | | | | |

NYC

Place an Order Click on Cart

Go to cart to continue checkout





Place an Order

Continue Checkout

Complete Cart:

- Make any adjustments as necessary
- Click "Next"

| • | O | |
|------------------------|--|---|
| New Order | 👗 Save as PDF 🛛 🖨 Print 🕜 Help for this page | |
| | Delete Order Save and Close Next | |
| Created By: | PEDRO VEGA Notes: Add Notes (Only you can see the notes) | |
| Date: | 09/01/2020 10:14:36 PM CDT | |
| Sold To Account: | 1948600-BROOKDALE UNIV HOSP-MED CTR Switch | |
| Delivery Address: | 1275 LINDEN BLVD, ONE BROOKLYN HEALTH BROOKLYN,NY-11212-3120,US | Ν |
| *PO Number: | NYC Stockpile | μ |
| Delay Shipping: | No Delay | |
| 'Payment Type: | Invoice Account | |
| Acknowledgment Emails: | pvega@BHMCNY.ORG Add Email | |
| Coupon Code: | Add Code | |
| Items Show Line Comme | ents Update 😂 | |
| # SKU | QTY Unit Description 🔗 F 🧰 | |
| 10 NYCFFP2MASK | 60 2000/CS SURG 3PLY MASK, BLUE EAR LOOP 1CS, 2000EA | |



Place an Order

Submit Order – Within Allocated Quantities

Submit Order:

- Take time to review the order, as this is the last step before it gets placed
- If everything looks correct, click "Submit"

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| Acknowledgment Emails | : pvega@BHMCN | IY.ORG | | | | | |
| ems | | | | | | | |
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| | 30 | 2000/05 | SURG 3PLY MASK, BLUE FAR | 100P1C5 | 000EA | | 4 |

NYC

Place an Order

Submit Order – When Quantity Ordered Exceeds Allocated Amounts

Send to Approver:

- When the system first goes live, hospitals and nursing homes will have allocation amounts of 0 meaning all orders will need to be approved – T2 sites have live allocation amounts
- In this scenario, the buyer was notified of the item category ordered in excess of allocated amounts at the top of the screen
- To reduce quantities ordered, click "Edit" to go back to cart
- To continue with approval workflow, click "Submit"

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| • | | | | • | | | | 0 |
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| | | | | | | Edit | | Submit |
| <u> </u> | Order requires approva 3-PLY SURGICAL MAS process | Il from approvers K items ordered (| : : Rachel Santa exceeds allotm | amaria-Schwarz ,Jeni ent of 51 cases per ca | nie Sutcliffe ,Mark lendar month; redi | Misener <u>Mo</u> uce quantity | o <u>re</u> to prever | it approval |
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| 10 | NYCFFP2MASK | 60 | 2000/CS | SURG 3PLY MASK, B | LUE EAR LOOP 1CS. | 2000EA | | |

NYC

Place an Order

Submit Order – When Quantity Ordered Exceeds Allocated Amounts

Notify Approvers:

- <u>Choose to Select All</u> <u>approvers (this choice will</u> be saved for future orders)
- Make sure to describe your need for ordering excess, <u>including the Days of</u> <u>Inventory On Hand</u>
- Click "Done"

| Order will require approval du GOGGLES items ordered exce to prevent approval process | e to the following reasons. eds allotment of 19 cases per calendar month; reduce quantity |
|---|---|
| Select Approvers to Notify: | ✓ Scrett All ✓ Rishi Sood ✓ William (Bill) Jordan ✓ Add More |
| Notes for all Approvers: (Optional) | We only have 3 days on hand for goggles, need the additional cases because |



Place an Order Confirmation Page

Order Confirmation

- The screenshot at the right demonstrates an order submitted and PENDING APPROVAL
- If the order did not require approval, this would be your final order acknowledgement page





View Orders My Account Page

My Account

- Past account information is displayed, including recently placed orders, shipments arriving today, Saved/Unsubmitted orders, etc.
- In the purple box you can see the order that was just placed for approval in the example is now appearing here





Order Tools

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Order Tools Return to My Account Page

All ordering tools can be found from this page

- Return to it by clicking the blue button at the top, or at the left-side navigation
- From there, 2 useful tools will be
 - Order Dashboard
 - Search Item History







Order Tools Order Dashboard

Order Dashboard

- View previous orders in the "Search Orders" tab
- Highlighted to the right is the "Track Shipments" tab, where you can see orders placed, and FedEx tracking info





Order Tools Search Item History

View Items Purchased

- You can leave "Search For" blank
- Date range selected (choose a calendar month if you are trying to determine your allotment quantities with past purchases)
- Do not check "exclude items purchased only once", as you have likely only purchased once that month
- Click "Search"
- Results will show below

