



NYC Emergency Supply on Medline.com

September 2020

Overview

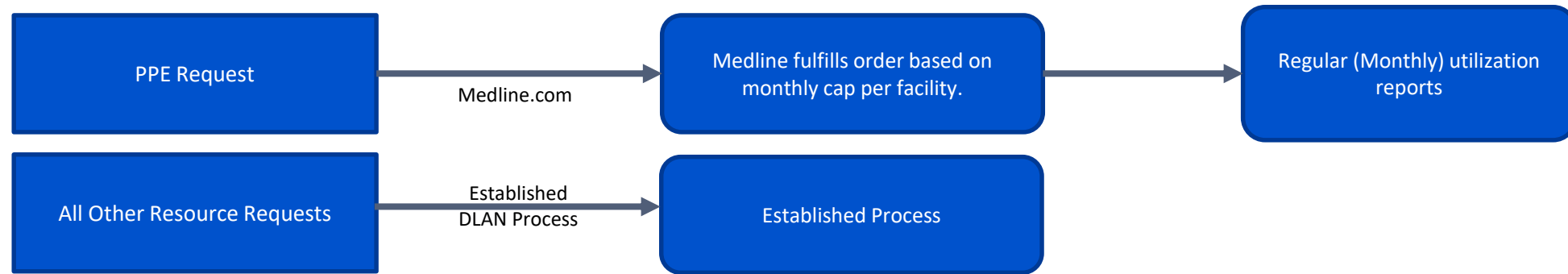
Stockpile Purpose

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 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. Current rates set for cost recovery are prevailing market rates and are summarized in the table below.

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.**



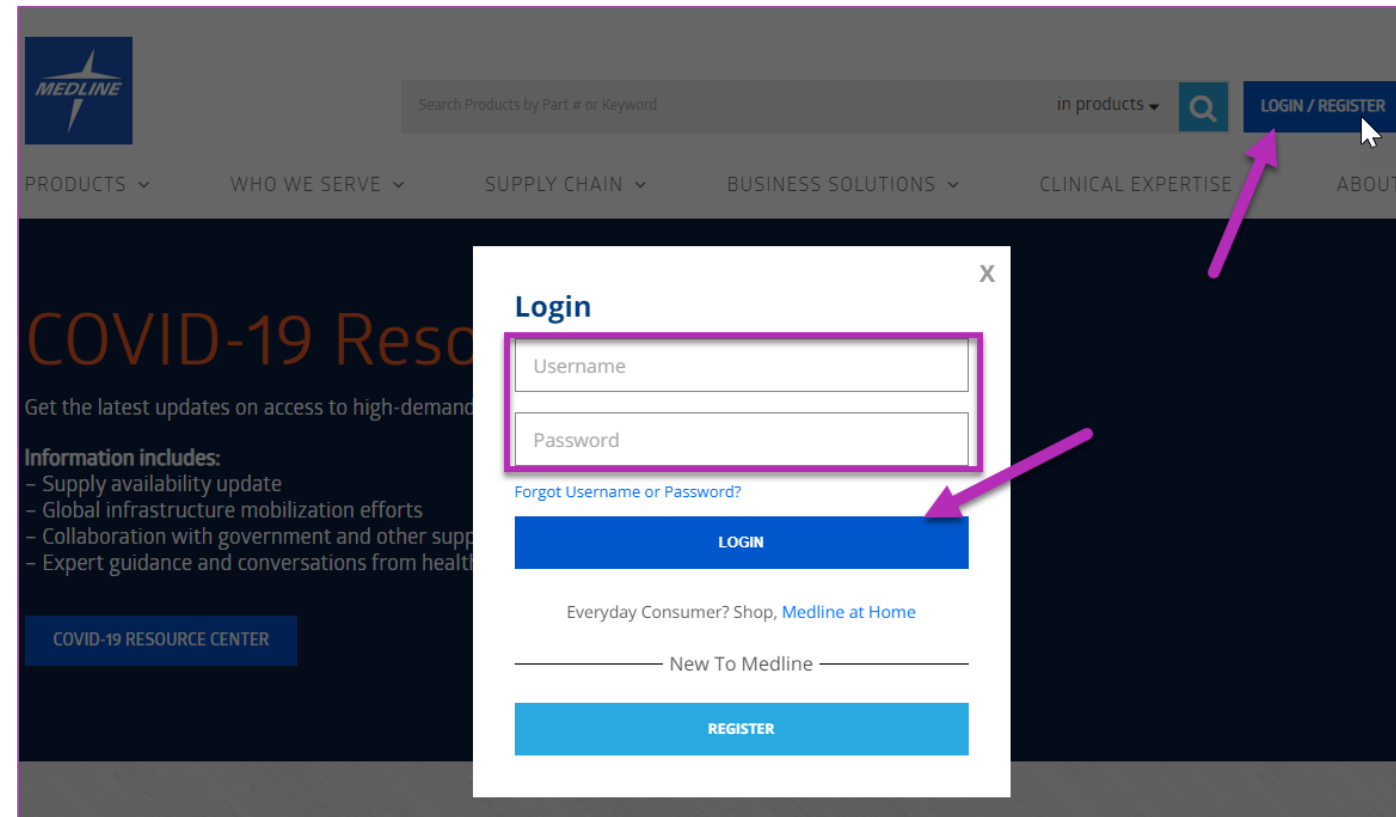
Account Access/ User Views

First Login

Login

- Visit www.medline.com
- 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



The screenshot shows the Medline website interface. At the top right, there is a 'LOGIN / REGISTER' button. A pink arrow points to this button. Below the main navigation bar, a modal window titled 'Login' is displayed. Inside the modal, there are two input fields: 'Username' and 'Password'. A pink arrow points to the 'Forgot Username or Password?' link located below the password field. Below the input fields, there is a blue 'LOGIN' button. At the bottom of the modal, there is a light blue 'REGISTER' button. The background of the website shows a 'COVID-19 Resource Center' banner with the text 'Get the latest updates on access to high-demand' and a list of information including supply availability updates, global infrastructure mobilization efforts, collaboration with government, and expert guidance.

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 accessing 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

First Login

Terms & Conditions

Accept Terms & Conditions

Terms of Use

Please review the Medline website Terms of Use. All access to and use of this website is governed by these terms. Entering into this website indicates that you have reviewed the website Terms of Use and have agreed to be bound by these terms.

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Access and Use of Information

California Compliance Declaration


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.

☐ I accept the terms and conditions stated above

First Login

Select a Location

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



Welcome, Shereen Zaid (Logout) | ONE MEDICAL EAS... (1948904) | Help

Search Products by Part # or Keyword

in products ▼

Q

MY ACCOUNT ▼

CART ▼

PRODUCTS ▼ WHO WE SERVE ▼ SUPPLY CHAIN ▼ BUSINESS SOLUTIONS ▼ CLINICAL EXPERTISE ▼ ABOUT US ▼

Select Your Facility

Search:

Search

Reset

Hint: Search **101** to find Sold-To or Ship-To number containing 101. Search **IL** to find facilities in IL. Search **Main** to find facilities on Main Street. If you cannot find your facility, email helpdesk@medline.com

Sold-To	Ship-To	Ship-To Name	Address	City	State	Zip	Country
✓ 1885081	1885081	NYPD HARBOR UNIT	140 58TH ST STE 20	BROOKLAND	NY	11220-2523	US
✓ 1948874	1948874	H-H POP-UP-14TH AVE	6315 14TH AVE	BROOKLYN	NY	11219-5311	US
✓ 1948875	1948875	H-H POP-UP-3RD AVE	4006 3RD AVE	BRONX	NY	10457-7533	US
✓ 1948876	1948876	H-H POP-UP-41ST AVE	10-25 41ST AVE	QUEENS	NY	11101-7308	US
✓ 1948879	1948879	H-H POP-UP-ALBANY	196 ALBANY AVE	BROOKLYN	NY	11213-2105	US
✓ 1948880	1948880	H-H POP-UP-AMSTERDAM	2301 AMSTERDAM AVE	NEW YORK	NY	10033-7348	US

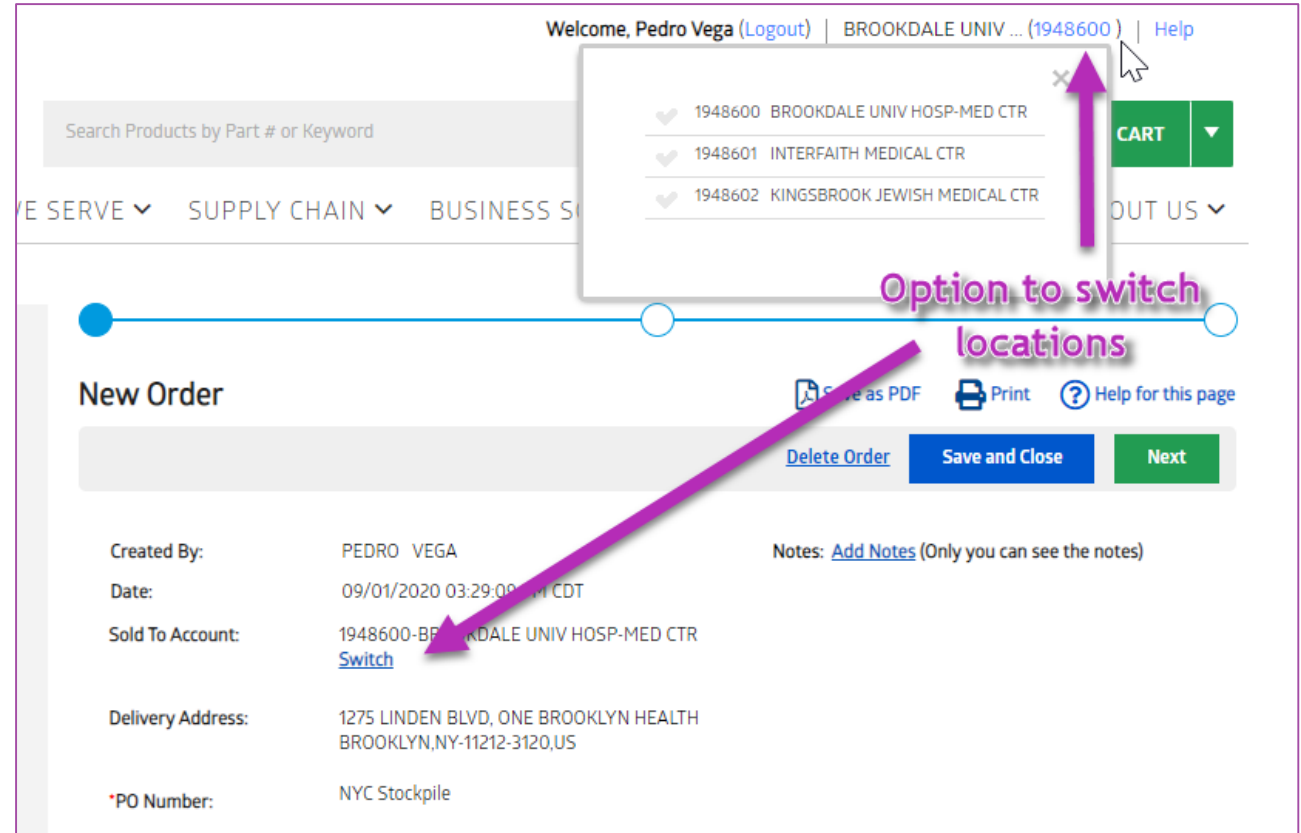
Account Access/User Views

Access Levels

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



The screenshot shows the NYC Stockpile website interface. At the top, the user is logged in as Pedro Vega, and the current location is Brookdale University Hospital & Medical Center (1948600). A dropdown menu is open, showing three options: 1948600 BROOKDALE UNIV HOSP-MED CTR, 1948601 INTERFAITH MEDICAL CTR, and 1948602 KINGSBROOK JEWISH MEDICAL CTR. A purple arrow points to the dropdown menu with the text "Option to switch locations". Below the dropdown, the "New Order" page is displayed, showing order details such as Created By, Date, Sold To Account, Delivery Address, and PO Number. A purple arrow points to the "Switch" link under the Sold To Account field.

Welcome, Pedro Vega (Logout) | BROOKDALE UNIV ... (1948600) | Help

Search Products by Part # or Keyword

VE SERVE ▾ SUPPLY CHAIN ▾ BUSINESS S ▾

1948600 BROOKDALE UNIV HOSP-MED CTR

1948601 INTERFAITH MEDICAL CTR

1948602 KINGSBROOK JEWISH MEDICAL CTR

CART ▾

OUT US ▾

Option to switch locations

New Order

Save as PDF Print Help for this page

Delete Order Save and Close Next

Created By: PEDRO VEGA

Date: 09/01/2020 03:29:08 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

*PO Number: NYC Stockpile

Notes: Add Notes (Only you can see the notes)

User Views

Main Pages to Use Upon Login:

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

The screenshot displays the Medline website interface. At the top, the Medline logo is on the left, and a search bar is in the center. To the right of the search bar are links for 'MY ACCOUNT' (highlighted with a red box) and 'CART'. Below the search bar is a navigation menu with links: PRODUCTS, WHO WE SERVE, SUPPLY CHAIN, BUSINESS SOLUTIONS, CLINICAL EXPERTISE, and ABOUT US.

The 'My Account' section is visible, showing a sidebar with 'My Account Home' (highlighted with a red box) and 'My Orders'. The main content area of 'My Account' displays a grid of order status cards: 'Shipments arriving today' (0), 'Un-submitted orders' (0), 'Rejected items' (0), and 'Items on backorder' (0). Each card has a 'View all' link. A 'Create New Order' button is located in the top right corner of the 'My Account' section.

The 'Shopping Lists' section is also visible, showing a sidebar with 'My Account Home', 'My Orders', and 'Shopping Lists (Templates)' (highlighted with a red box). The main content area of 'Shopping Lists' includes a search bar, a 'Search' button, and a 'Reset' button. Below the search bar is a table of shopping lists. The table has columns: Shopping List Name, Creation Date, Last Accessed, Last Updated, Creator, Locked for Edit, # Lines, and Delete. The first row shows a shopping list named 'BROOKDALE UNIVERSITY' created on 09/01/2020, with 9 lines.

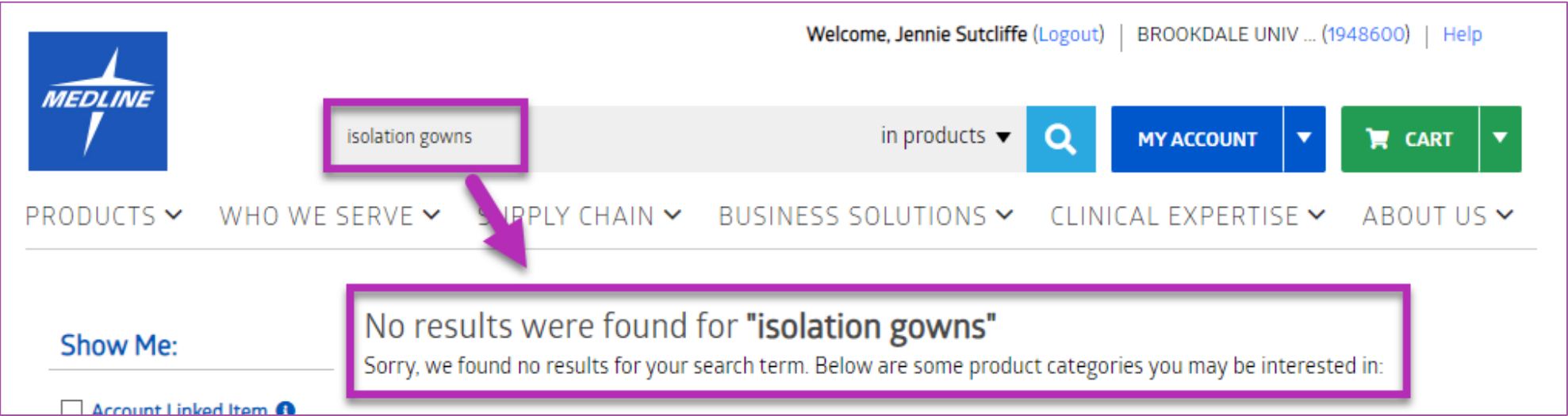
At the bottom of the screenshot, there is a 'Labor Day' banner with a table showing the status of orders for September 4th, 7th, and 8th. The table has columns for the date and the status of orders (OPEN, CLOSED). The status for September 4th is OPEN, for September 7th is CLOSED, and for September 8th is OPEN.

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**

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

My Orders

View Current Cart

Create New Order

Order Dashboard

Search Orders

Search Backordered Items

Shopping Lists (Templates)

Search Item History

Upload Orders

My User Preferences

Shopping Lists

Search:

in Shopping List Name

Search

Reset

Advanced Tool

You can create new shopping lists by uploading a formatted file. View format specifications in the [Upload Shopping List Format Guide](#)

[Download Sample Shopping List File](#)

[Upload New Shopping List](#)

Create New Shopping List

Shopping List Name	Creation Date	Last Accessed	Last Updated	Creator	Locked for Edit	# Lines	Delete
BROOKDALE UNIVERSITY	09/01/2020	09/01/2020	09/01/2020	PEDRO VEGA		9	

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 Shopping List

Save As PDF

Help for this page

Shopping List Name: BROOKDALE UNIVERSITY
[\(view change history \)](#)

Edit List
Close

Search:

Search
Reset

Export to Excel
Copy List

Search for SKU, product description, CMIR, category name

Showing 9 items in 7 categories | [Expand All](#) [Collapse All](#)

5 items selected

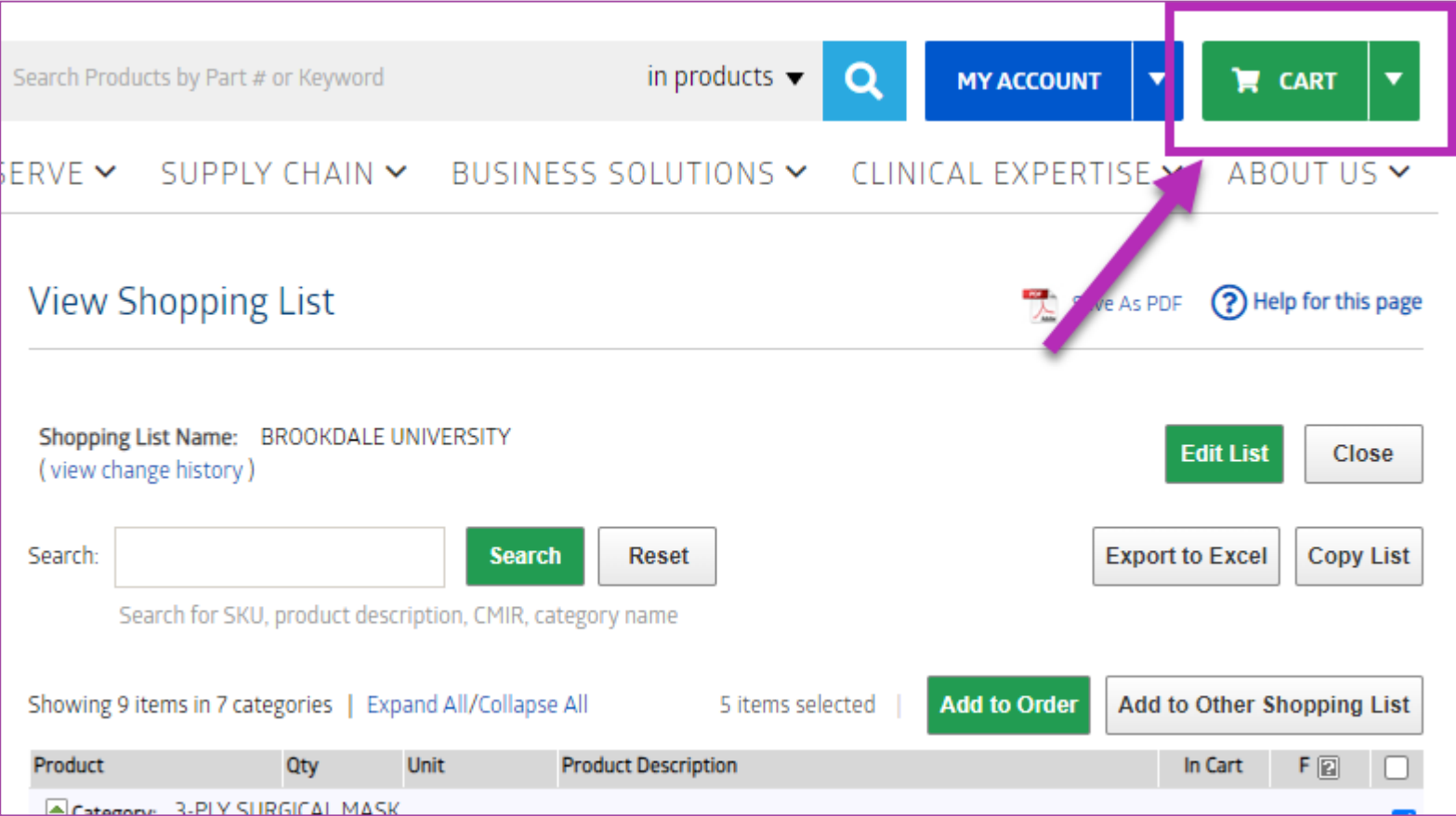
Add to Order
Add to Other Shopping List

Product	Qty	Unit	Product Description	In Cart	F ?	
<div> Category: 3-PLY SURGICAL MASK </div>						
NYCFFP2MASK	51	2000/CS	SURG 3PLY MASK, BLUE EAR LOOP 1CS, 2000EA		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div> Category: NON-SURGICAL MEDICAL GLOVES </div>						
NYCNGPF7000L	100	1000/CS	FDA CE NITRILE EXAM GLOVE LRG 1CS, 1000EA		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NYCNGPF7000M	150	1000/CS	FDA CENITRILE EXAM GLOVE MED 1CS, 1000EA		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
NYCNGPF7000S	150	1000/CS	FDA CENITRILE EXAM GLOVE SML 1CS, 1000EA		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div> Category: BOUFFANT CAPS </div>						
NYCME500	38	1000/CS	ME 500 BOUFANT CAP FDA APPRVD 1CS, 1000EA		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<div> Category: FACE SHIELDS </div>						

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”

New Order

Save as PDF

Print

Help for this page

Delete Order

Save and Close

Next

Created By:

PEDRO VEGA

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

*PO Number:

NYC Stockpile

Delay Shipping:

No Delay

*Payment Type:

Invoice Account

Acknowledgment Emails:

pvega@BHMCNY.ORG

Add Email

Coupon Code:

Add Code

Notes: Add Notes (Only you can see the notes)

Items

Show Line Comments

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”

Review Order Details

[Save as PDF](#)
[Print](#)
[Help for this page](#)

Edit

Submit

Created By:

PEDRO VEGA

Date:

09/01/2020 10:18:05 PM CDT

Sold To Account:

1948600-BROOKDALE UNIV HOSP-MED CTR

Delivery Address:

1275 LINDEN BLVD, ONE BROOKLYN HEALTH
BROOKLYN,NY-11212-3120,US

*PO Number:

NYC Stockpile

Delay Shipping:

NO DELAY

*Payment Type:

Invoice Account

Acknowledgment Emails:

pvega@BHMCNY.ORG

Items

#	SKU	QTY	Unit	Description		F...
10	NYCFFP2MASK	30	2000/CS	SURG 3PLY MASK, BLUE EAR LOOP 1CS, 2000EA		✓

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
- 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”

Review Order Details

Save as PDF

Print

Help for this page

Edit

Submit

⚠

Order requires approval from approvers : Rachel Santamaria-Schwarz ,Jennie Sutcliffe ,Mark Misener ...[More](#)

3-PLY SURGICAL MASK items ordered exceeds allotment of 51 cases per calendar month; reduce quantity to prevent approval process

Created By:

PEDRO VEGA

Date:

09/01/2020 10:21:52 PM CDT

Sold To Account:

1948600-BROOKDALE UNIV HOSP-MED CTR

Delivery Address:

1275 LINDEN BLVD, ONE BROOKLYN HEALTH
BROOKLYN,NY-11212-3120,US

*PO Number:

NYC Stockpile

Delay Shipping:

NO DELAY

*Payment Type:

Invoice Account

Acknowledgment Emails:

pvega@BHMCNY.ORG

Items

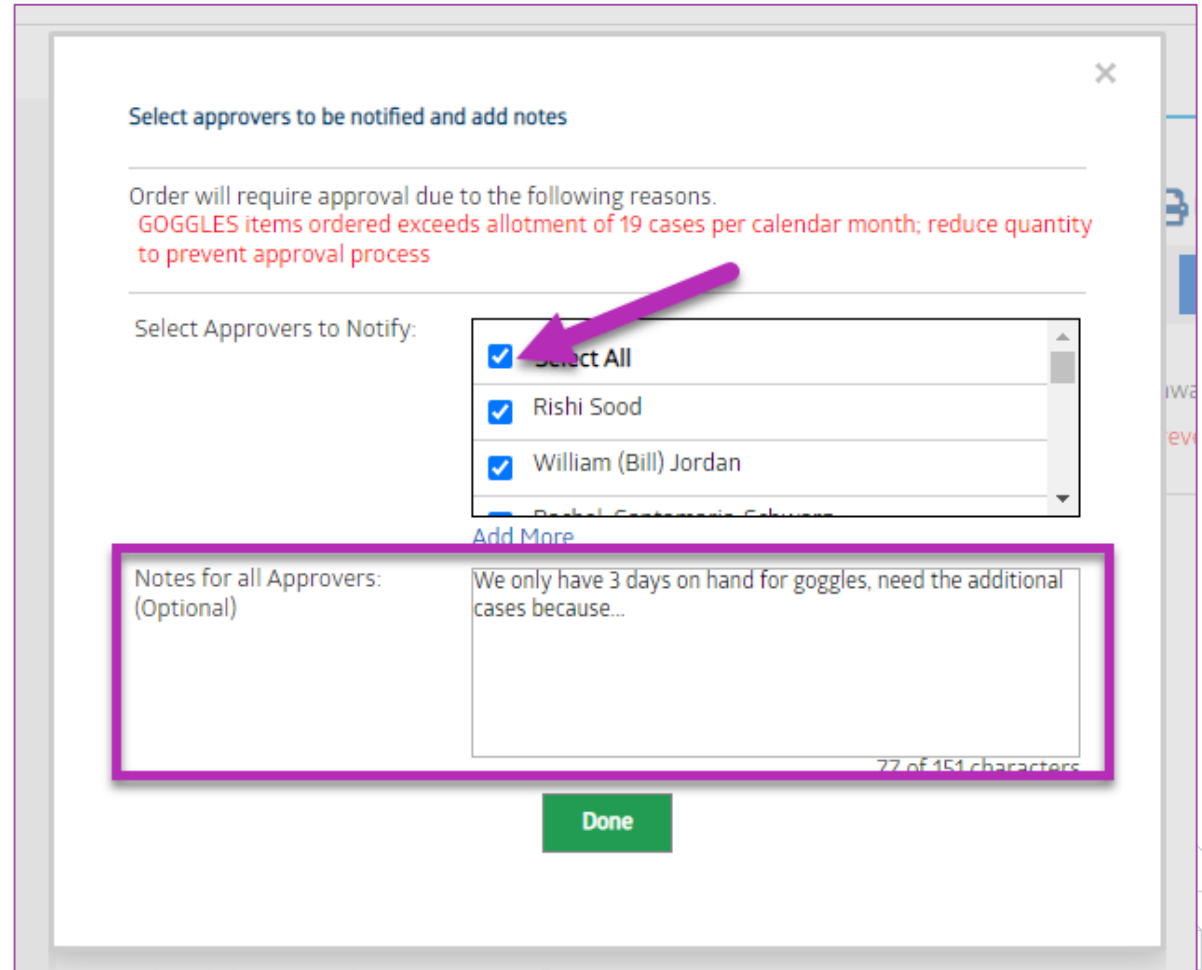
#	SKU	QTY	Unit	Description		F...
10	NYCFFP2MASK	60	2000/CS	SURG 3PLY MASK, BLUE EAR LOOP 1CS, 2000EA		✓

Place an Order

Submit Order – When Quantity Ordered Exceeds Allocated Amounts

Notify Approvers:

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



Select approvers to be notified and add notes

Order will require approval due to the following reasons.
GOGGLES items ordered exceeds allotment of 19 cases per calendar month; reduce quantity to prevent approval process

Select Approvers to Notify:

- ☒ Select All
- ☒ Rishi Sood
- ☒ William (Bill) Jordan
- ☐ Rachel Santamaria Salazar

Add More

Notes for all Approvers: (Optional)

We only have 3 days on hand for goggles, need the additional cases because...

77 of 151 characters

Done

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

Order Number : 723782330

Thank you, your order has been submitted for review.

Email Approvers

Reorder


Order requires approval from NYC 3PL - PARENT approvers : Rachel ,Santamaria-Schwarz ,Jennie Sutcliffe ,Mark Misener ...[More](#)

3-PLY SURGICAL MASK items ordered exceeds allotment of 51 cases per calendar month; reduce quantity to prevent approval process

Pedro Vega's Note to Approver : I need additional surgical masks this month because... [View Approval History](#)

Created By:	PEDRO VEGA
Submitted By:	PEDRO VEGA
Submitted Date:	09/01/2020 10:31:58 PM CDT
Sold To Account:	1948600-BROOKDALE UNIV HOSP-MED CTR
Delivery Address:	1275 LINDEN BLVD, ONE BROOKLYN HEALTH BROOKLYN,NY-11212-3120,US
*PO Number:	NYC Stockpile
Delay Shipping:	NO DELAY
*Payment Type:	Invoice Account
Acknowledgment Emails:	pvega@BHMCNY.ORG

View Orders

My Account Page

My Account

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

My Account Home

My Orders

View Current Cart

Create New Order

Order Dashboard ★

Search Orders

Search Backordered Items

Shopping Lists (Templates)

Search Item History

Upload Orders

My User Preferences

My Profile

Change Password

Manage Payment

Other Tools

View Formulary Items

Cross Reference Search

Flu Pre-booking

Help & Tutorials

What's New in Medline.com

Combine Un-Submitted Orders

My Account

☒ Show orders for account 1948600

Shipments arriving today

0

View all

Un-submitted orders

0

View all

Rejected items

0

View all

Items on backorder

0

View all

Last 30 days

2020

Labor Day

See below for all open & closed dates.

Medline

FedEx Express

FedEx Ground

FedEx Home Delivery

9/4	OPEN	OPEN	OPEN	OPEN
9/7	CLOSED	CLOSED	CLOSED	CLOSED
9/8	OPEN	OPEN	OPEN	OPEN

Medline will be closed on Monday, September 7 in observance of the Labor Day holiday. Orders placed after cutoff on Friday, September 4 will be processed for shipping on Tuesday, September 8.

Un-submitted Orders | View more | Combine Un-Submitted Orders

Order Date	PO Number	Created By	Order Status
No un-submitted orders found			

Create New Order ?

Sales Rep: AC HOUSE ACCOUNT

HTraining2@medline.com

Contact My Rep

Quick Order

Item #	Qty

+ Add More Lines

Add To Order

Orders Pending Approval | View more *This section has been updated to show a max of 10 orders

Order #	Order Date	PO Number
723782330	09/01/2020	NYC Stockpile



Order Tools

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

MEDLINE

Search Products by Part # or Keyword in products

MY ACCOUNT

CART

PRODUCTS WHO WE SERVE SUPPLY CHAIN BUSINESS SOLUTIONS CLINICAL EXPERTISE ABOUT US

My Account Home

My Orders

View Current Cart

Create New Order

Order Dashboard

Search Orders

Search Backordered Items

Shopping Lists (Template)

Search Item History

Upload Orders

My Account

☒ Show orders for account 1948600

Shipments arriving today **0** [View all](#)

Un-submitted orders **0** [View all](#)

Rejected items **0** [View all](#)

Items on backorder **0** [View all](#)

** Last 30 days*

Create New Order

Sales Rep:
AC HOUSE ACCOUNT
HTraining2@medline.com

Contact My Rep

Quick Order

Item #	Qty
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

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 Dashboard
Help for this page

Create New Order
Upload Orders

Search Orders
Track Shipments
Search Backorders
Search Rejected Items

Search For:

Timeline:
Last 7 Days

Accounts
☒ Account 1948600 only
☐ All accounts I have access to
☐ Search within selected accounts [Select](#)

Search
Reset

✓ Your search has returned the following 1 records

Showing 1 - 1 of 1 Results

Packing Slip	Order #	Shipped Date	PO Number	Carrier	Status	Proof of Delivery
8012505350	723827421	09/03/2020	NYC Stockpile	FEDEX GROUND (FDX...	Shipped	

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

Search Item History

[Help for this page](#)

Search For:

Timeline:

Select Date Range

▼

Accounts

☒ Account 1948600 only

☐ All accounts I have access to

☐ Search within selected accounts [Select](#)

Exclude items purchased only once:

☐

Search

Reset

✓

Your search has returned the following 1 records.

Add To Order

Add To List

SKU	QTY	Unit	Description	Recent Order	Total # of orders	Total QTY	
NYCNGPF7000L	<input type="text"/>	1000/CS	FDA CE NITRILE EXAM GLOVE LRG 1CS, 1000EA	723827421	1	1 CS	<input type="checkbox"/>

Showing 1 - 1 of 1 Results

Items per page

25

▼