NYC Emergency Supply on Medline.com

September 2020

Overview
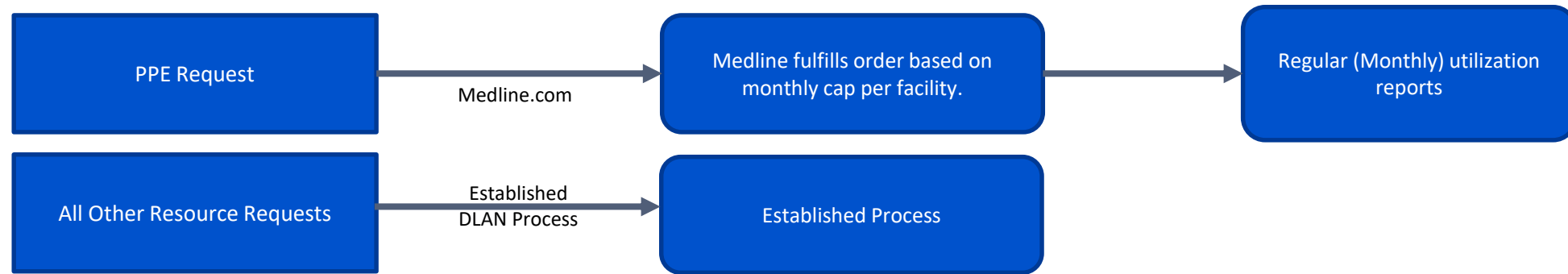# Stockpile Purpose

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

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

Version: September 2020

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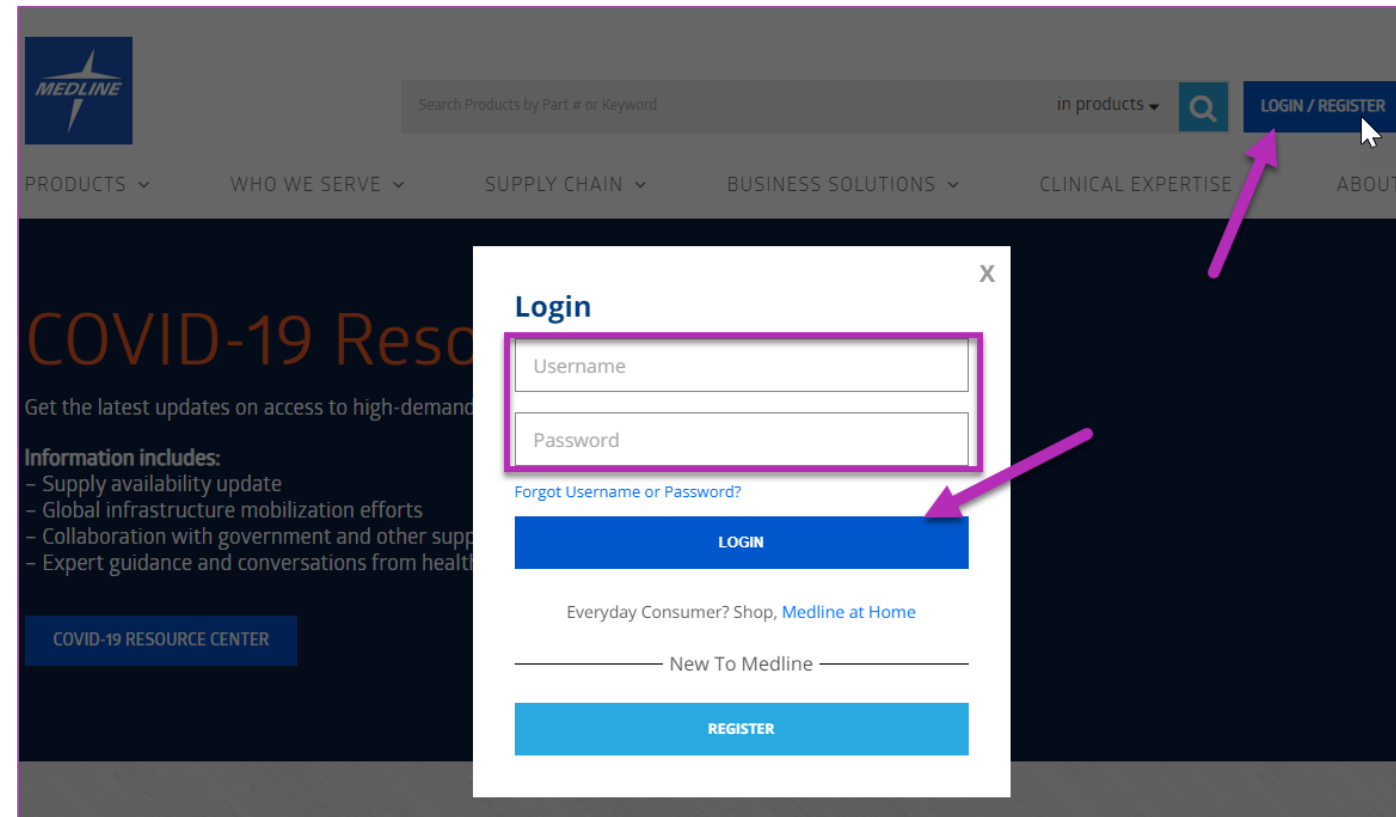 may seek cost recovery from these entities at a later date. Current rates set for cost recovery are prevailing market rates and are summarized in the table below.

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

Version: September 2020

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

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

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

First Login

Create Unique Password

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

© 2020 Medline Industries, Inc.

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.

Disclaimer

All information provided on this website is subject to change without notice. While efforts have been made to make this website helpful and accurate, due to the open nature of this website, and the potential for errors in the storage and transmission of digital information, Medline does not warrant the accuracy of information obtained from this website. ALL MATERIALS POSTED ON THIS WEBSITE ARE "AS IS" AND WITHOUT WARRANTIES EXPRESS OR IMPLIED. MEDLINE DISCLAIMS ALL WARRANTIES INCLUDING THE IMPLIED WARRANTY OF MERCHANTIBILITY AND FITNESS FOR A PARTICULAR PURPOSE. MEDLINE DOES NOT WARRANT THAT FUNCTIONS CONTAINED ON THIS WEBSITE WILL BE UNINTERUPPTED OR ERROR-FREE, THAT DEFECTS WILL BE CORRECTED, OR THAT THIS WEBSITE OR THE SERVER ARE FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS. MEDLINE DOES NOT WARRANT OR REPRESENT THE USE OF THE MATERIALS ON THIS WEBSITE IN TERMS OF THEIR CORRECTNESS, ACCURACY, RELIABILITY, OR OTHERWISE.

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

Submit

Select a Location

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

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

© 2020 Medline Industries, Inc.

User Views

Main Pages to Use Upon Login:

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

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.
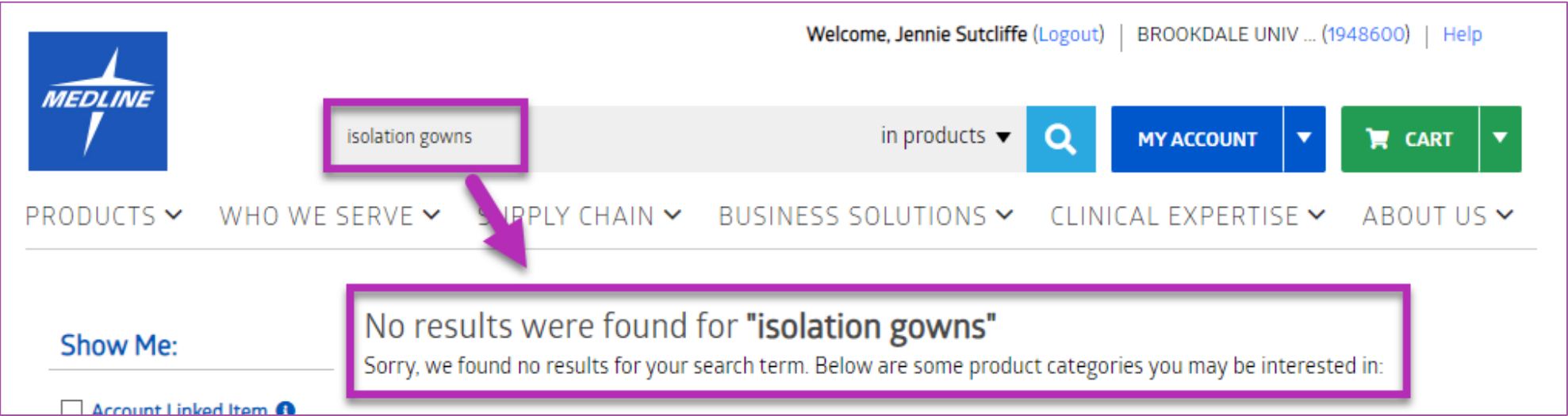
Place an Order

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

© 2020 Medline Industries, Inc.

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"

17 © 2020 Medline Industries, Inc.

Click on Cart

Go to cart to continue checkout
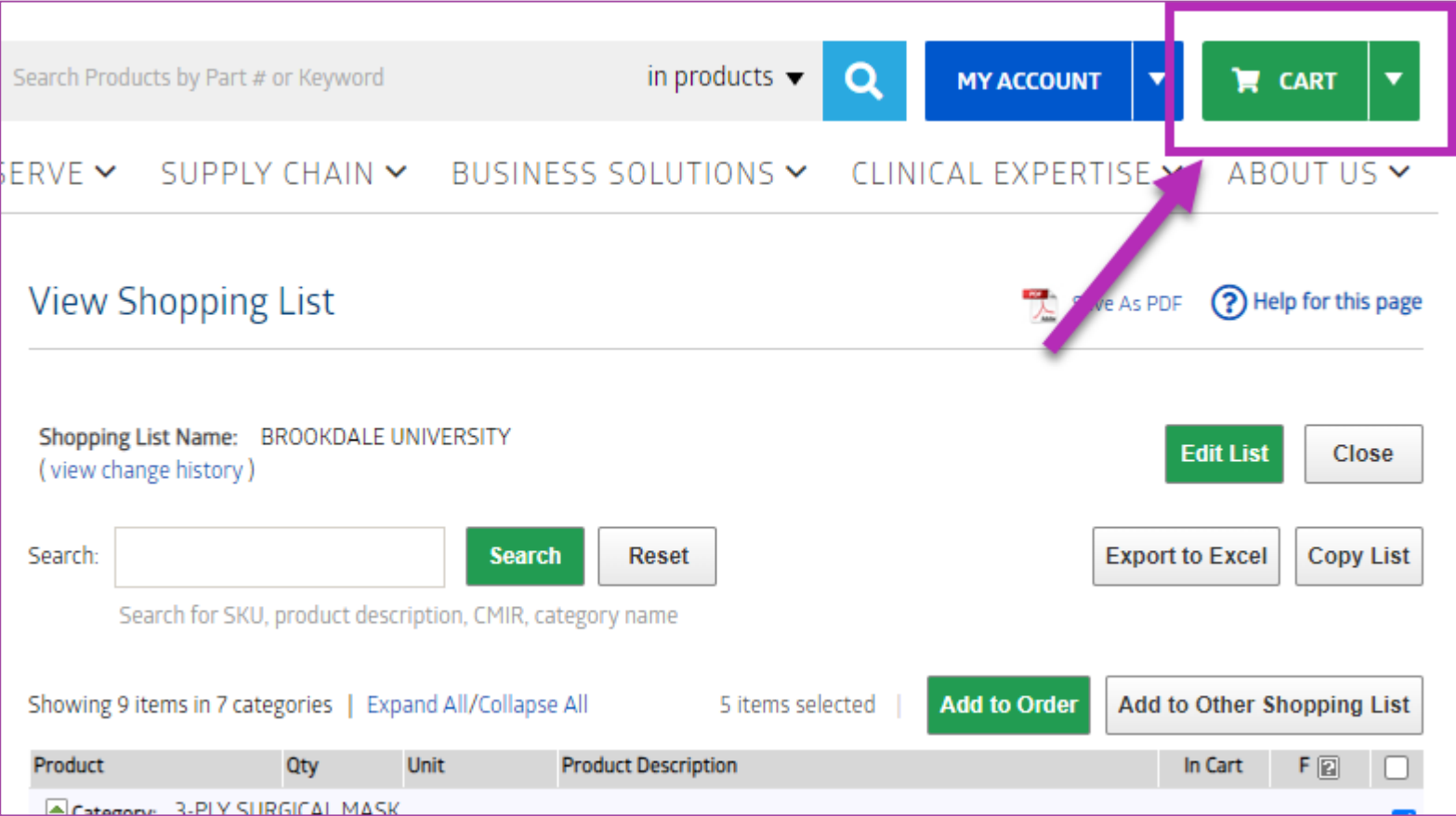
Continue Checkout

Complete Cart:

- Make any adjustments as necessary
- Click "Next"

© 2020 Medline Industries, Inc.

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"

© 2020 Medline Industries, Inc.

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

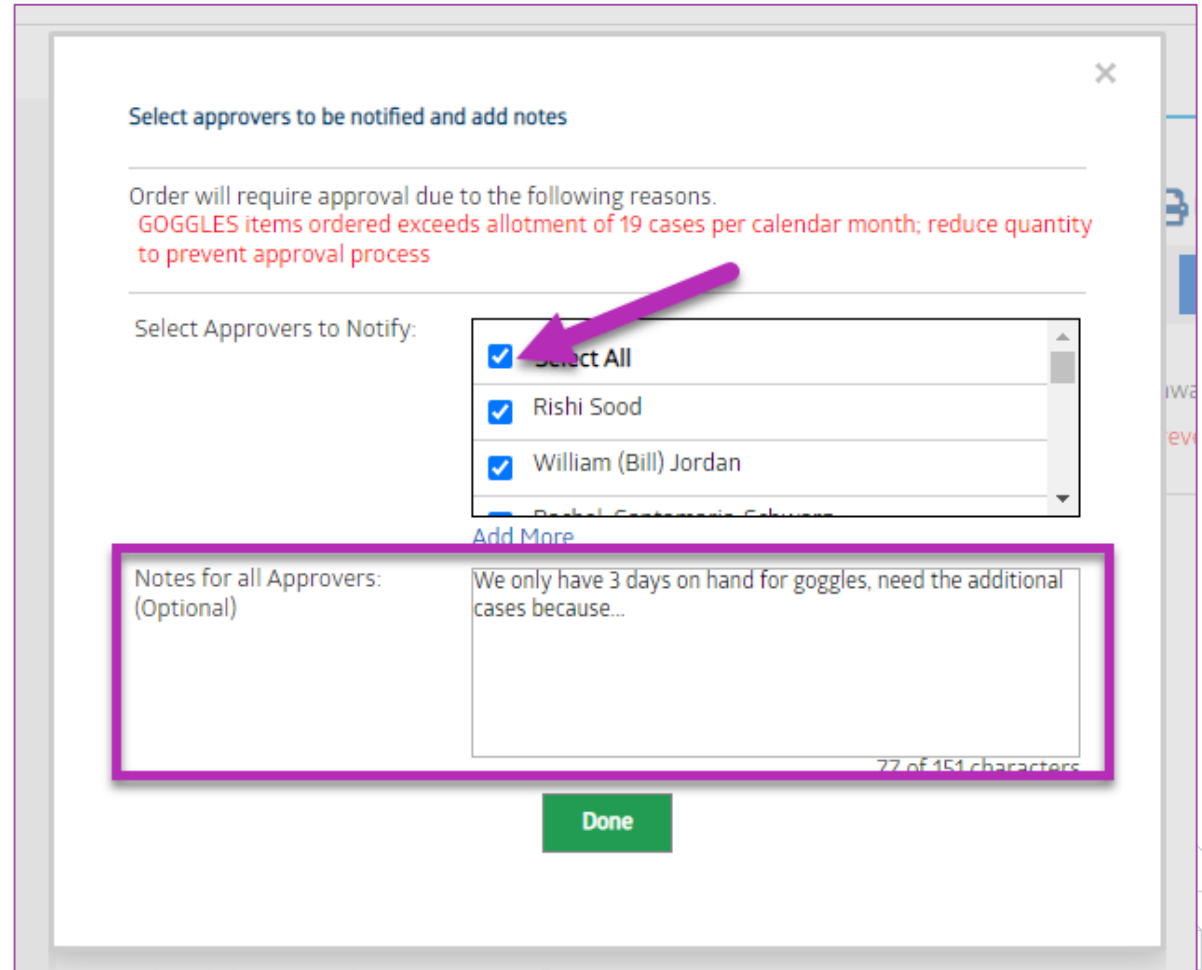|	
Created By:	PEDRO VEGA
Date:	09/01/2020 10:21:52 PM CDT
Sold To Account:	1948600-BROOKDALE UNIV HOSP-MED CTR
Delivery Address:	1275 LINDEN BLVD, ONE BROOKLYN HEALTH BROOKLYN,NY-11212-3120,US
*PO Number:	NYC Stockpile
Delay Shipping:	NO DELAY
*Payment Type:	Invoice Account
Acknowledgment Emails:	pvega@BHMCNY.ORG

Items

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

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"

© 2020 Medline Industries, Inc.

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

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

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

© 2020 Medline Industries, Inc.

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

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