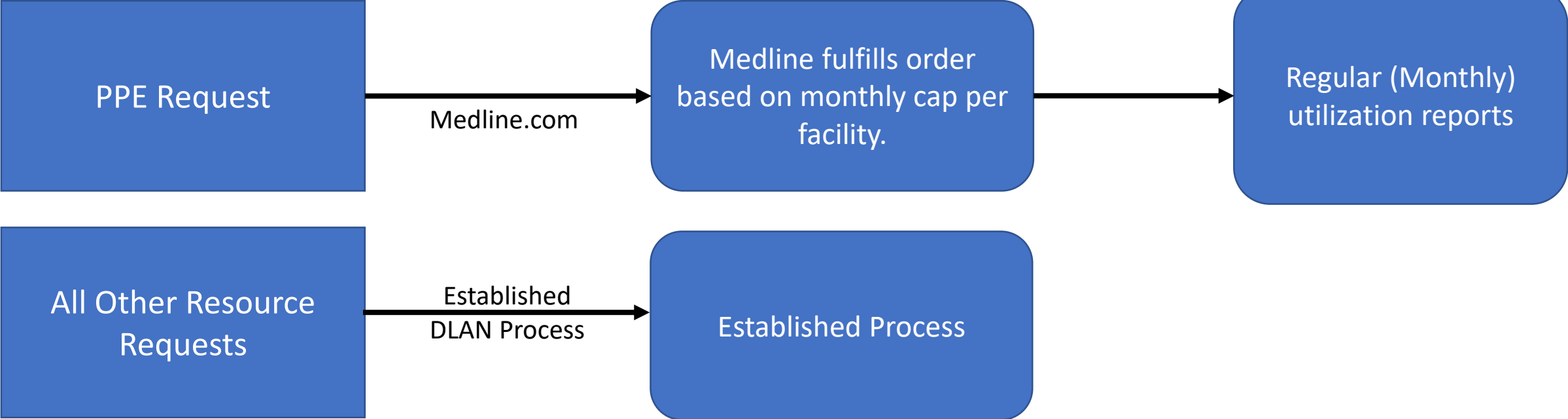


NYC PPE Stockpile FAQ



PPE Stockpile Overview

- By submitting this 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
- 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

NYC PPE Stockpile FAQ



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 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

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