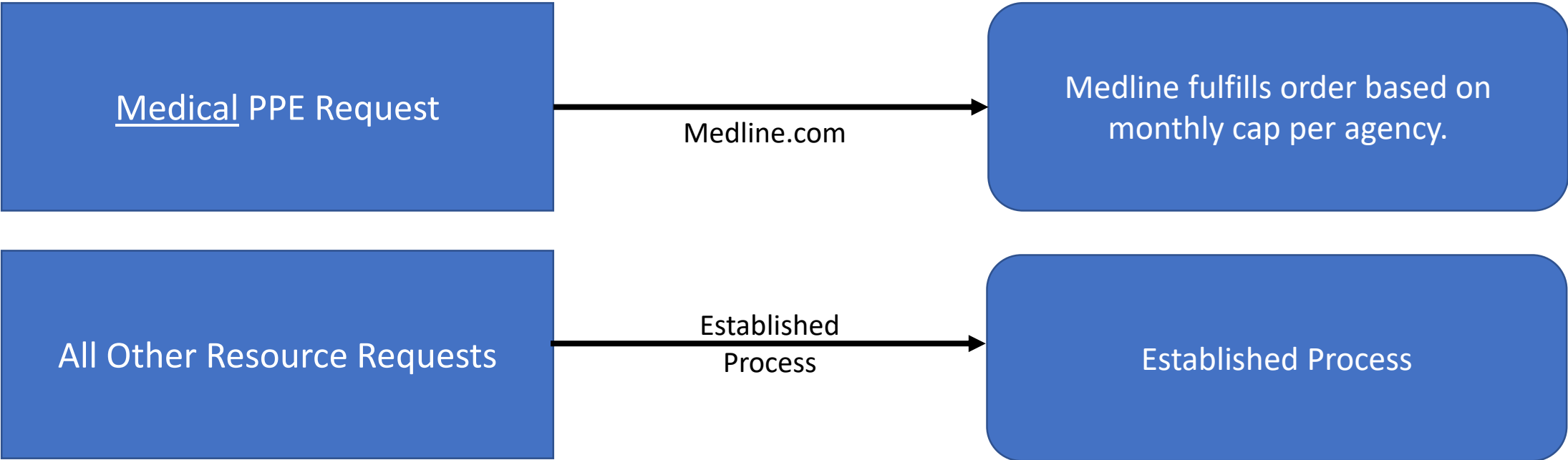


# NYC PPE Stockpile FAQ



### PPE Stockpile Overview

- Monthly order quantity caps are established for each organization
- You may request product once per month
- 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 business day delivery Monday through Friday

### 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

**Support Email:** PPEsupport@health.nyc.gov

# 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 NYC products

## **What items can I order?**

- The following items may be available - Isolation Gowns, Goggles, Nitrile Gloves, Faceshields, Body Bags, Bouffant Caps, Boot Covers, Surgical Masks, N95, Resuscitation Bags

## **How can I order more than my monthly cap 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 month?**

- Please limit requests and plan ahead for the month

## **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

## **What is my agencies monthly cap?**

- Quantity fields on medline.com are prefilled with maximum monthly case allotment

## **NYC approval workflow is established for request over the monthly cap amounts**

- NYC is currently routing ALL requests for approval