

Hospital - Frequently Asked Questions

Updated 9.14.2020

The HealthEquip Procure app

Q. What is HealthEquip?

A. HealthEquip™ is a smart app available as a web portal as well as a mobile app available on App Store and Play Store. The app is a matching platform that tracks donations, manages shipping of donated supplies through UPS, and ensures shipping is paid for by the receiving hospital. It matches donations with the hospitals in the area based solely on demand – not preferential treatment. It also ensures that the individual or organization donating PPE will receive a donation receipt.

We help healthcare and frontline organizations source critical and personal protective equipment (PPE) from vetted sellers. We have a comprehensive operation to verify sellers around the world in order to deliver a pre-vetted list of sellers to healthcare providers.

Demand requests are not guaranteed to be fulfilled, rather are based on donation supply at any given time within the region of the country that your organization exists. However, we do guarantee the procurement and supply of PPE, which may require a purchase, rather than paying solely for shipping on a donation.

Q. Who uses the HealthEquip app?

A. HealthEquip is currently available to all hospitals in the United States treating COVID-19 patients. It is also available to any organization or individual that has unadulterated personal protective equipment (PPE) to donate to hospitals treating COVID-19 patients.

Q. What PPE is offered on HealthEquip Marketplace?

A. HealthEquip Marketplace offers various PPE collections, including medical face shields, respirators, gloves, surgical and non-surgical gowns, protective barriers and more. We are not enabled to sell testing products, testing items, testing kits (i.e. Covid-19 test kits) at this time.

Q. How much does it cost my hospital?

A. The app is free. The only cost you will incur is the shipping through UPS of donations being sent to you. By providing your UPS account information into the app it becomes an automated solution to accelerate receipt of donations.

Q. Is this app real and is it safe?

A. This app is provided by a coalition that includes [Microsoft](#), the [American Hospital Association](#) (AHA), [UPS](#), [Kaiser Permanente](#), [Goodwill](#), [Merit Solutions](#) and consulting firm [Kearney](#). The AHA is sharing this app with hospitals through its 100 Million Mask Challenge

(www.aha.org/100MillionMasks) as a way for the AHA to help facilitate a more efficient means of distributing critically needed PPE to frontline health care workers. The app is in no way connected to existing state or federal governmental organizations that are involved in the distribution of PPE.

Q. What are the data security and privacy risks associated with this app?

A. All parties utilizing HealthEquip should evaluate their own organization's data security and privacy risks. However, there is no personally identifiable information (PII) on patients in the application, and no monetary transactions are processed through the application. The application collects only limited personal information on users of the application for identification and communication purposes only. Shipping transactions are handled directly between UPS and the receiving hospital. Data collected through the app will be used for matching PPE between donors and hospitals; it will not be preserved for external research or analysis.

Q. Is HealthEquip a non-profit?

A. HealthEquip is a mode for non-profit organization banded together by a coalition of private and non-profit organizations.

Q. What are the transaction fees for recipients of donations?

A. In addition to paying for shipping, recipients will pay a seven (7) percent transaction fee based on the value (determined by HealthEquip and its partners) of all items shipped.

Shipping & Delivery

Q. How long will a delivery take?

A. Delivery time will vary depending on the "order processing time" specified for each product on HealthEquip Marketplace.

Q. Who is responsible if the quantity ordered is not the quantity received?

A. Sellers are responsible for any error in quantity delivered.

Q. What is the status of my order? How can I track my package?

A. Once your order is shipped, we will send you another email to confirm you the expected delivery date as well as the link to track your order (when the delivery method allows it). Additionally, you can track the status of your order from your "order history" section on your account page on the website.

Q. Can I change my order?

A. We can only change orders that have not been processed for shipping yet. Once your order is under the status "preparing for shipping", "shipping" or "delivered", then we cannot accept any edits to your order.

Q. Where do you ship?

A. We currently ship only in the United-States.

Q. What payment methods do you accept?

A. You can purchase on our website using a debit or credit card. You can choose these payment methods at checkout.

Q. Which currency will I be charged in?

A. We currently only support the following currencies for charging our customers in their local currencies: USD.

If your credit or debit card use another currency, then you will be charged in USD. Your bank will apply the corresponding conversation rate of the currency you choose.

Q. Who is responsible for fraud prevention?

A. HealthEquip is responsible for checking customer information for potential fraud.

Please Note: You may receive an email from us asking you to void or stop an order from shipping because we later discovered fraudulent activity after the order confirmation was sent to you. Please do not be alarmed, you will still be paid for the item if you are unable to void the order. We ask that you attempt to recall any orders valued above \$25 if they were shipped. We will credit you any recall fees assessed by your shipping company to return the package back to you.

The HealthEquip Community

Q. What is the anticipated volume that will run through HealthEquip?

A. At this time we can't forecast volume, but we know that almost every health care facility in the United States, and most locations globally, are struggling with having the supplies on hand when needed. We have identified 5,400 acute care hospitals in the United States likely to be treating COVID-19 patients and expect that many will participate.

Q. Anything else I need to know?

A. Yes — this legal disclaimer:

The HealthEquip application (HealthEquip) is intended to facilitate an efficient means by which persons or entities who have personal protective equipment and other supplies (collectively, Equipment) can donate them to hospitals or other health care providers who need such Equipment. The American Hospital Association (AHA), Microsoft, Merit Solutions, Kaiser Permanente, Kearney, UPS, and each of their affiliates (each, a Party, and collectively, the Parties), do not evaluate or inspect the Equipment or evaluate the donors of the Equipment in advance. Any hospital or other provider receiving Equipment via HealthEquip is solely responsible for evaluating any Equipment such provider may receive, and in particular, is responsible for confirming the Equipment meets any applicable requirements and specifications, and is not defective, adulterated, or otherwise unsuitable for the intended use. Neither the AHA nor any other Party makes any representations or warranties regarding the functionality or performance of HealthEquip, or that use of HealthEquip will result in delivery of the Equipment requested. The recipient of any Equipment acknowledges and agrees that any Equipment it receives is accepted on an "as is" basis, with no representations or warranties of any kind, express or implied, including without limitation any representation or warranty regarding quality, compliance with any applicable specifications, noninfringement, merchantability or fitness for a particular purpose. Any use of Equipment received through use of HealthEquip is at the recipient's own risk. Neither the AHA nor any of the other Parties will be liable for any damages of any kind arising from (i) the use of, or reliance on, any Equipment received by any person or entity via HealthEquip; (ii) any allocation or non-allocation of Equipment via HealthEquip; or (iii) any delay in delivery or failure to deliver Equipment for any reason.

For more information

To view tutorials or read the instructions on using HealthEquip please go to www.healthequiphelp.com.