

Donor - Frequently Asked Questions

Updated 5.08.2020

The HealthEquip 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.

Q. Who uses the HealthEquip app?

A. HealthEquip is 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. How is the app smart – how does it know what hospital the donated supplies should go to?

A. The app matches donated supplies with hospitals that have the greatest need and are located within UPS “one-day delivery” geographic regions.

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. If all health care workers download this app and request PPE is there risk that too much will go to one hospital while others are shorted?

A. The app determines allocation of donor supplied PPE based on a matching logic between PPE that becomes available and the needs of each hospital according to needs-criteria gathered from and updated by each hospital. The app will only send your hospital what it allocates based on your hospital's need relative to other hospitals' reported needs in the same region. To keep it simple, we recommend you assign one main user to make and monitor demand requests for your hospital. Or you can limit it to just several users so you collectively know what is being requested and what is being allocated. We ask that all providers do their best to state their needs as accurately as they are able understanding the unprecedented demand and limited supply for PPE generally. ***Please see the disclaimer below.***

Donor engagement with HealthEquip

Q: I have PPE to donate. How do I get started?

A: PPE donors are invited to register their PPE in the app now. Simply fill out the registration form with your contact information and the PPE items you are able to donate including the quantity, manufacturer and manufacture date. You will receive an email confirmation message when you submit your information.

Q. When can I start donating?

A: PPE donors can register beginning on Friday, April 10, 2020.

Q: What PPE items can I donate?

A: HealthEquip currently accepts medical-grade PPE masks, face masks, gloves, and gowns.

Q: Can I donate items that have been partially opened?

A: All PPE must be donated in its original sealed packaging.

Q: Can I donate homemade masks or PPE?

A: Not at this time.

Q: Will my donation be tax deductible?

A: Maybe—it will depend on the type of hospital receiving your donation. If the hospital receiving your donation is a nonprofit or public hospital eligible to receive tax-deductible contributions, the donation should be tax deductible and the receipt you receive from that hospital should include information you will need for tax purposes. If any other kind of hospital receives the donation (e.g. a for profit hospital), the donation would not be tax deductible.

UPS Shipping & Delivery

Q. What if I want to use a shipper that is not UPS?

A. We have selected UPS as the sole shipping partner. Many health care providers already have a UPS account and pre-negotiated rates, allowing for a smoother shipping and receiving process between donors and hospitals.

Q. How long will a delivery take?

A. The app is designed to utilize the UPS one-day shipping method.

Q. Is UPS covering the cost of the shipping?

A. The health care provider who orders the goods on the marketplace is responsible for paying for the shipment. Many health care providers already have an account and pre-negotiated rates with UPS. If the health care company does not have an account, a link to a simple process is included in the UPS online marketplace. Since January 2020, UPS and The UPS Foundation have contributed more than \$6 million in donations and in-kind services to assist with COVID-19 humanitarian and health care support. The company is focusing in-kind services through agencies that support humanitarian and crisis needs, mainly for not-for-profit organizations. This program is of tremendous value, but outside of the company's scope of charitable giving.

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

A. The HealthEquip program will work with the donor and health care provider to determine where the issue occurred.

The HealthEquip Community

Q. Is it easy for donating individuals or organizations to use HealthEquip?

A. Yes. Users may sign onto the app using a valid email address. Those making donations will enter their contact information, their items to donate which must meet minimum size, manufacturer date and manufacturer criteria, and then receive an e-mail with one or more UPS labels. They may schedule a UPS pick up within the app, or drop the parcels off at a UPS location.

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. Donors will begin to sign up starting on Friday, April 10, and we cannot forecast the volume of PPE that will be available or how quickly it will be available for your hospital.

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, non-infringement, 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.health-equiphelp.com.