The purpose of this policy is to ensure efficient requisitioning and distribution of patient linens, equipment and supplies.

It is the policy of MD Anderson to process requisitions, maintain stock of designated supplies, and provide delivery of medical/surgical and laboratory supplies to the various departments.

All requisitioned and stock supplies are for official business use only.

Compliance with this policy is the responsibility of all faculty, trainees/students, and other members of MD Anderson’s workforce.

The target audience for this policy includes, but is not limited to, all faculty, trainees/students, and other members of MD Anderson’s workforce involved in the requisitioning and distribution of patient linens, equipment and supplies.

Periodic Automatic Replenishment (PAR) Level: Periodic Automatic Replenishment is used for maintaining an adequate inventory stock level on hand. PAR Levels are generally created for supplies and linens that are stocked on replenishment or exchange carts. The PAR Level is determined by the end user for each designated location.

1.0 Patient Linens

1.1 PAR Level Carts:

A. Linen carts are set up by Materials Management Services in patient care areas.
B. Inventory replenishment in the outpatient areas is performed five (5) days per week by Materials Management Services.

C. Inventory replenishment (exchange carts) in the inpatient areas is performed seven (7) days per week by Materials Management Services.

D. The PAR Levels for each linen item on the cart are pre-determined by each patient care area.

E. Requests to change PAR Levels, including addition of new items, are submitted in writing by an Assistant Nurse Manager or above from the patient care area to Materials Management Services.

1.2 Bulk linen is maintained in Materials Management Services for distribution, as needed.

1.3 To request as-needed linen, fax a completed “Materials Center Services Request” Form (stock no. 601509) to Materials Management Services at 713-563-5667 or send it through the pneumatic tube system. STAT requests should be indicated on the form. The completed form must include:

A. Date.
B. Time.
C. Area needing the linens (including room number, if applicable).
D. Name and extension of person completing the form.
E. Linen items and quantities needed.

2.0 Patient Equipment (Regular)

2.1 Various types of patient equipment are maintained in Materials Management Services to include:

A. Kangaroo Feeding Pump.
B. Portable Suction Unit.
C. Danni Flex Continuous Passive Motion System.
D. Intermittent/Continuous Wall Suction.
E. Hotline Fluid Warmer.
F. Dual Frequency Doppler.
G. Medi-Therm (Cooling Blanket).
H. T-Pump (Heating Pad).
I. Sequential Compression Device (SCD).
J. Emerson Pump.
K. Crash Carts (Adult and Pedi).
L. Isolation Carts.
M. Intubation Box (Adult and Pedi).
N. Overhead Trapeze.

2.2 To request as-needed patient equipment, fax a completed “Materials Center Services Request” Form (stock no. 601509) to Materials Management Services at 713-563-5667 or send it through the pneumatic tube system. STAT requests should be indicated on the form. The completed form must include:
   A. Date.
   B. Time.
   C. Area needing the equipment (include a room number, if applicable).
   D. Name and extension of person completing the form.
   E. Patient name and medical record number.

2.3 The patient is billed based on the information submitted on the request. The patient name and medical record number must match before sending the request.

2.4 Once equipment is no longer required for a patient, it is removed from the patient’s room and placed in the patient care area’s soiled utility room.

2.5 Materials Management Services performs daily rounds to all utility rooms to pick up soiled equipment.

2.6 The soiled equipment is properly decontaminated and restocked for patient use.

3.0 Patient Equipment (Emergency)

3.1 Emergency carts, defibrillator/monitors, and intubation boxes are available throughout the patient care areas.

3.2 Materials Management Services is responsible for the daily monitoring of this emergency equipment to ensure that it is intact and functioning properly.

3.3 When an emergency ("crash") cart, defibrillator/monitor, or intubation box has been used, the patient care area is responsible for notifying Materials Management Services at 713-563-5667 option #1.

3.4 The used equipment will then be exchanged with equipment that is fully stocked and ready to use by Materials Management Services.

3.5 Used emergency equipment is collected by Materials Management Services where it is cleaned and restocked by both Materials Management Services and Pharmacy.

4.0 Patient Supplies

4.1 PAR Level stock locations:
   A. Medical/surgical supply locations (carts/rooms) are set up by Materials Management Services for patient care areas.
B. The items and quantities in each supply location are pre-determined by each patient care area.

C. Materials Management Services is responsible for the inventory and replenishment of the supplies in these locations.

D. Outpatient locations are inventoried and replenished five days per week. The process is completed during the night shift when most of the outpatient areas are closed.

E. Inpatient supply locations are inventoried and replenished seven days per week.

F. A request to change PAR Levels, including addition of new items, is submitted to Materials Management Services by an Assistant Nurse Manager or above of the patient care area.

4.2 There is a small inventory of various medical/surgical supplies in Materials Management Services. These supplies are maintained to support patient care needed requests. A list of supplies for Materials Management Services is kept on the Materials Management Services site.

4.3 To request as-needed supplies, fax a completed Materials Center Request Form (stock no. 601509) to Materials Management Services at 713-563-5667 or send it through the pneumatic tube system. A STAT request must be indicated on the form. The completed form must include:

A. Date.

B. Time.

C. Area needing the supplies (including room number, if applicable).

D. Patient name/medical record number/room number (if supplies for a specific patient).

E. Name and extension of person completing the form.

F. The supply items and quantities needed.

G. Patient name/medical record number.

4.4 The patient is billed based on the information submitted on the request. The patient name and medical record number must match before sending the request.

4.5 STAT requests are delivered as soon as the supplies are pulled. They are sent via the pneumatic tube system (where applicable) or hand delivered by Materials Management Services.

4.6 If the supplies needed are not available, Materials Management Services will attempt to borrow the items needed from one of the patient care areas.

4.7 If necessary, the items will be ordered from the medical/surgical prime vendor off-site warehouse. The supplies will either be sent to the institution via a special delivery or on the next scheduled prime vendor delivery truck.

4.8 In the event a supply item is needed and not available through Materials Management Services or the prime vendor, other hospitals in the medical center will be contacted to locate the item.
4.9 To facilitate the process, the requestor will provide as much information about the item as possible (e.g., specific item description, catalog number, manufacturer, and other hospital contact which may have the item(s)).

4.10 Delivery rounds are made every ninety minutes for non-STAT requests. All requests received and pulled during the previous hour are delivered.

4.11 To request a credit for patient supplies, complete a “Credit Slip” (stock no. 600555) and return it with the supplies to Materials Management Services. The completed form must include:
   A. Date of service (which would be the date the items were requested).
   B. Department name (area).
   C. Name and extension of person completing the form.
   D. List of items and quantities returned.
   E. Reason for the return.
   F. Patient’s name and medical record number (If the supplies being returned were ordered for a patient).

4.12 Leave the completed credit slip and supplies in that patient care area’s supply room for pickup by Materials Management Services or return them directly to Materials Management Services.  
   *Note:* Supplies that were in the patient’s room cannot be returned for a credit.

4.13 Change requests to the Materials Management Services’ inventory must be submitted in writing along with a justification for the request.

5.0 **Patient Discharge Supplies**

5.1 Patient Discharge Supplies are requested for an inpatient by completing an online “Patient Take Home Supplies” requisition available on the Materials Management Services site. The completed form must include:
   A. Date.
   B. Area needing the supplies (including room number if applicable).
   C. Patient name and medical record number.
   D. Name and extension of person completing the form.
   E. The supply items and quantities needed.
   F. Patient name and medical record number.

5.2 The patient is billed based on the information submitted on the request. The patient name and medical record number must match before sending the request.

5.3 STAT requests are delivered as soon as the supplies are pulled. They are sent via the pneumatic tube system (where applicable) or hand-delivered by Materials Management Services.
5.4 Delivery rounds are performed within a ninety-minute timeframe for non-STAT requests. All requests received and pulled during the previous hour are delivered.

*Note:* To ensure patient safety, supplies that have left the institution with discharged patients cannot be returned for credit.

5.5 If the patient received the wrong supplies, Materials Management Services will issue a credit to the patient and will provide the correct items.

5.6 If the patient care area was responsible for requesting the wrong supplies, they will assume the cost of those supplies.

5.7 If the supplies did not leave the institution, they can be returned to Materials Management Services for a credit to the patient.

5.8 To order the correct supplies, the patient care area must complete a new Patient Take Home Supplies requisition.

5.9 The patient may return patient discharge supplies which did not leave the institution for credit by completing the “Credit Slip” (stock no. 600555). Returned supplies are taken to either Materials Management Services or the patient care area. The completed form must include:

A. Date of service (which will be the date the items were requested).
B. Department name (area).
C. Name and extension of person completing the form.
D. List of items returned.
E. Reason for the return.
F. Patient medical record number.

5.10 The completed credit slip and supplies are left in the patient care area's supply location for pickup by Materials Management Services or returned directly to Materials Management Services.

5.11 An online Patient Take Home Supplies requisition is used when ordering take home supplies for approved outpatients. The completed form must include:

A. Date.
B. Name of outpatient area requesting the supplies.
C. Patient name and medical record number
D. Name and extension of person completing the form.
E. Supply items and quantities needed.
F. Reason.

5.12 The patient is billed based on the information submitted on the request. The patient name and medical record number must match before sending the request.
5.13 Patients or their family members can pick up the supplies themselves. If the supplies need to be delivered to a specific location, the person completing the request form should document this information.

Note: To ensure patient safety, supplies that have left the institution with outpatients cannot be returned for credit.

5.14 If the patient received the wrong supplies, Materials Management will issue a credit to the patient and will mail the correct items.

5.15 If the patient care area was responsible for requesting the wrong supplies, they will assume the cost of those supplies.

5.16 If the supplies do not leave the institution, they can be returned to Materials Management Services for a credit to the patient.

5.17 The patient should return to their clinic/center to get a new “Patient Take Home Supplies” requisition for the correct supplies.

6.0 Department Orders (PeopleSoft)

6.1 Place orders for delivery to Materials Management Services’ Holcombe Receiving Dock Access either electronically, using PeopleSoft, or manually, using a paper purchase order (if departmental requisitioner) or purchase requisition.

6.2 The requisition number needs to be recorded by the requestor. This number will facilitate the requestor’s efforts to track that order.

6.3 The prime vendors for stock supplies are Cardinal Health (for medical/surgical supplies) and Fisher Scientific (for research supplies). There is a 72-hour window from receipt of order by the prime vendor and delivery to the customer by Materials Management Services.

6.4 Delivery of orders from other vendors as well as delivery of non-stock items from Cardinal or Fisher will vary, depending on the lead time from receipt of order by that vendor and delivery of the merchandise to Materials Management Services’ Holcombe Receiving Dock. Once received by Materials Management Services, the order will be delivered to the customer within 48 hours.

6.5 Upon delivery, the end user will be given a copy of the packing slip or extended receiving document (if applicable) and will be required to provide a signature acknowledging receipt. Delivery will be made to the location designated on the purchase order or packing slip.

6.6 For returns, the departmental buyer should be contacted (if applicable) or the buyer in Procurement to obtain a return goods authorization (RGA) number from the vendor. A "Return Goods Authorization" form (PSF 380-049) will then need to be completed.

6.7 The completed form is placed with the merchandise to be returned. Materials Management Services Receiving Dock is contacted at 3-DIST (3-3478) for pick-up. Materials Management Services will handle disposition of the items.

7.0 Specialty Items

7.1 The Freezer Program includes specialty items (e.g., frozen and refrigerated enzymes and media, dry chemicals, ethyl alcohol, dry ice, and cylinders of medical gases, like oxygen and carbon dioxide).
7.2 Freezer Program items are ordered using three options:

A. On-line PeopleSoft:

This option is primarily used for medical gases. Those individuals located in a building other than the main hospital complex also use PeopleSoft for ordering any of the specialty items.

B. In Person:

Go to Materials Management Services Freezer Room Y1.6035 with a completed “Central Stores Supply Requisition” (stock no. 600651). This is the preferred ordering method for enzymes and media since they require special handling. The form must contain the date, department, account title, valid company/center, authorized signature, room number for delivery, as well as items needed (i.e., stock number, units requested, and item description). STAT requests should be indicated on the requisition.

C. Call Materials Management Services at 713-563-5667 option #1:

This option is only used for ordering gases. STAT requests should be indicated on the form.

7.3 Delivery Process:

A. If delivery location is within the main complex, the requestor can pick up the items. A transport container and dry ice may be necessary for pick up.

B. If delivery location is in another building, Materials Management Services has scheduled and as-needed deliveries to other buildings/locations. Upon delivery, the end user will be given a copy of the packing slip or extended receiving document (if applicable) and will be required to provide a signature acknowledging receipt. Delivery will be made to the location designated on the purchase order or packing slip.

C. Materials Management Services personnel deliver orders for medical gases the following day after receipt of order, unless otherwise requested.

7.4 Returns:

A. Freezer and refrigerator items cannot be returned to Materials Management Services.

B. Unused gas cylinders, dry chemicals, and ethyl alcohol can be returned if necessary. Contact Materials Management Services 713-563-5667 option #1 or e-mail Materials Management Services at MaterialsManagementServices@MDAnderson.org for pickup. Provide a copy of the document that was given when the merchandise was delivered.

8.0 Receiving Dock

8.1 Priority Purchase Orders and Non-Purchase Orders:

A. Priority orders include perishable items. If delivery is received at the Holcombe Dock prior to 3:00 p.m., Materials Management Services will provide same day delivery. Materials Management Services will deliver any priority orders received after 3:00 p.m. at the Holcombe dock by 12:00 noon the following day.
B. Upon delivery, the end user will be given a copy of the packing slip or extended receiving document (if applicable) and will be required to provide a signature of receipt. Delivery will be made to the location designated on the purchase order or packing slip.

C. Provide complete and accurate name, address, and room information on all orders to facilitate efficient and accurate deliveries.

8.2 Non-Priority Purchase Orders and Non-Purchase Orders:

A. Once an order has been delivered to the dock and the receipt has been processed, the merchandise will be delivered to the specified delivery area within 48 to 72 hours.

B. Upon delivery, the end user will be given a copy of the packing slip or extended receiving document (if applicable) and will be required to provide a signature acknowledging receipt. Delivery will be made to the location designated on the purchase order or packing slip.

C. Provide complete and accurate name, address, and room information on all orders to facilitate efficient and accurate deliveries.

D. All packages not addressed properly (i.e., name, room number, department name, phone number) will be returned to the shipper within 3 - 5 business days.

8.3 Returns:

A. Contact departmental buyer (if applicable) or buyer in Procurement to obtain a return goods authorization (RGA) number from the vendor.


C. Place completed form with merchandise to be returned and e-mail Materials Management Services for pick-up. Materials Management Services will handle disposition of the items.

9.0 Policy Regarding the Shipment, Receipt, and Delivery of Institutional Goods

This policy permits persons the ability to receive items by mail deemed "institutional property, equipment, and/or services for official MD Anderson business." These items upon their receipt are:

9.1 Not to be used for the personal benefit, gain, or pleasure of faculty, trainees/students, or other members of MD Anderson’s workforce; and

9.2 Subject to the process implemented by Materials Management wherein they must account for the contents of the packages and take custody of said items. This process includes the following steps:

A. The department signs for the goods upon delivery.

B. The goods are subject to being opened to verify quantity and contents and retrieving necessary paperwork.

C. Goods are received into the system for tracking and payment purposes.

D. Package(s) are then resealed and shipped out to the destination with proper documentation attached.
E. It is with this process that the department acts as an intermediary in the delivery process by taking custody of the shipments and being the final level of ownership of the goods in the delivery process.

10.0 Customer Service

For questions, complaints, or concerns about quality or delivery issues, contact Materials Management Services at 713-563-5667 option #2.

11.0 Contact List

A current contact list by shift is available from Materials Management Services site.
ATTACHMENTS / LINKS

Forms Ordering: SMARTworks.

Materials Management Services site.

RELATED POLICIES

None.

JOINT COMMISSION STANDARDS / NATIONAL PATIENT SAFETY GOALS

None.

OTHER RELATED ACCREDITATION / REGULATORY STANDARDS

None.

REFERENCES

None.
POLICY APPROVAL

Approved With Revisions Date: 08/14/2013
Approved Without Revisions Date:
Implementation Date: 08/14/2013
Version: 15.0

RESPONSIBLE DEPARTMENT(S)

Supply Chain Management