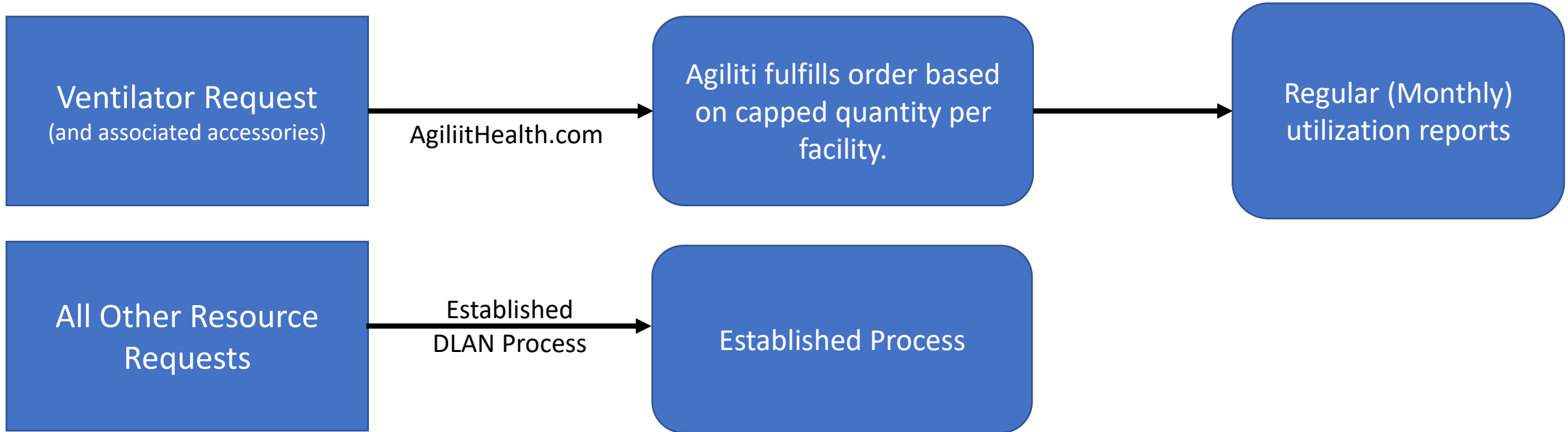


NYC Ventilator Stockpile FAQ



Ventilator Stockpile Overview

- By submitting an order through Agiliti, you are confirming that the ventilator and associated accessories you are requesting is required for patient use during the COVID-19 response and you currently have limited ventilators available. This confirmation is important to the City's potential request for Federal reimbursement for the items provided to your healthcare organization.
- Order quantity caps are established for each organization
- Each ventilator will be delivered with two sets of accessories
- AgilitiHealth.com must be used to initiate a ventilator return
- NYC holds the right to charge a cost associated with a supply request

Support Contact Information

Agiliti Customer Support Number:

Joe Bourgeois – joseph.bourgeois@agilitihealth.com – 862-233-1436

John Cangelosi – john.cangelosi@agilitihealth.com – 973-930-0840

DOHMH Customer Support: PPESupport@health.nyc.gov ; 866-692-3641

NYC Ventilator Stockpile FAQ



Can I order other items from AgilitiHealth.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?

- Each ventilator will be sent with two sets of accessories.

Will we be charged for what we order?

- You will not be charged upon ordering through AgilitiHealth.com but there is the potential to be charged at a later date for the orders your place.

How can I order more than my allocated amount?

- You can place orders above your allocated amount but an order containing a request over your facilities allocation will flag the entire order and will require approval.

Can I place multiple orders per week / per month?

- You can place orders as frequently as you need to but the allocation amount will remain the same. Example: Order one falls below allocation amount, order two falls over the weekly allocation amount – this order will be flagged and will need to be approved.

When do I need to place my orders?

- Agiliti will work to deliver all requests within a four-hour window following approvals.

Where can I find more information on how to navigate AgilitiHealth.com?

- A step-by-step guide will be provided. For any questions on AgilitiHealth.com, please contact the Agiliti NYC customer service desk: joseph.bourgeois@agilitihealth.com

Will we need to return the ventilators we order to Agiliti?

- Yes, this workflow will be detailed in the step by step process you receive. You will organize the return through the AgilitiHealth.com website and Agiliti will pick up the ventilator from your facility.