

## FAQs:

### Why won't we be using Medcost anymore?

- In 2017 Mercy Health centralized all acute care purchasing activity to a team at the home office in Bond Hill. With the expiration of our Medcost contract, the opportunity arose to transition physician office purchasing activity to our centralized purchasing team as well, and with this transition comes significant cost savings.

### Who will be replacing Medcost?

- Medcost currently acts as both a customer service and ordering portal partner for all of your purchasing needs.
  - Hybrent is the software solution that will be replacing Medcost.com as an ordering portal/website.
  - Mercy Health's centralized purchasing team will be replacing Medcost customer service.

### How do I contact my new Mercy Health buying group?

- The Physician Office Buying Group can be reached at the email address listed below as well as through a "Persistent Chat" in Skype for business.
  - Email: [BUYERS-PHYSICIAN-OFFICE@mercy.com](mailto:BUYERS-PHYSICIAN-OFFICE@mercy.com)
  - Persistent Chat: Please follow the instructions attached to this email to locate and save the persistent chat in your Skype for business.
    - Also, attached to this email is a set of workflow forms (new user, new item, new facility, user change, etc.). If you are reaching out to the Buying group for any of the requests please fill in the appropriate form first and attach it to your email.

### When will I stop ordering through Medcost?

- Please reference the Roll Out Schedule attached to this email. The "Go-Live" date for each region will be the date that you stop ordering through Medcost. Any orders that you place with Medcost through this date will be filled as usual.
  - Mercy Procurement is working closely with Medcost to ensure there are no gaps in service, if you receive any communication that contradicts these instructions please reach out to Jennafer Wolfenbarger for resolution.

### What do I need to do to prepare for this transition?

- Review all the documentation attached to this email and attend a training session.
  - The Hybrent portal will come to you ready to use! All facilities, vendors, vendor accounts, users, and products are loaded into the system. We also have some prefabricated templates and favorites loaded for every site to ease you into ordering.
    - Should you find that something is missing that you need to order, simply fill out the "item add" workflow form and send to your Buying team.