

# BON SECOURS MERCY HEALTH

PHYSICIAN OFFICE PURCHASING SUPPORT & INFORMATION

## Primary Support:

BSMH Physician Office Buyers Group  
email/skype- **BSMHNonAcuteProcurement@bshsi.org**  
phone - 804-627-5674

\*email is primary form of communication

Use this email for common tasks/problems:

- Assistance on which item to buy
- Custom item purchasing (labcoats, stamps, etc)
- Purchase order approval status
- Item pricing
- Check requests status (new items, users, returns, etc)
- Password Resets

For questions related to vendors, products & prices included in your BSMH Hybrent formulary.

## Escalation Contacts:

Chris Carter                      513-952-5212  
Michael Wiggins                804-627-5674  
Andrew Blum                      513-952-4774

cacarter@mercy.com  
michael\_wiggins@bshsi.org  
ablum@mercy.com

Primary Escalation  
Primary Escalation  
Secondary Operations

## FAQ-

### Q. Where is my order?

A. First, check your order under the "Orders" tab in Hybrent - it may contain tracking info. If further investigation is needed, contact the vendor with the PO# information. A partial list of vendor contact information is provided on the last page of this document.

### Q. Why was my order rejected/back ordered?

A. Contact the vendor with the PO# information. A partial list of vendor contact information is provided on the last page of this document.

### Q. What item number should I order?

A. Contact the Physicians Office Buyers Group via skype, email at [BSMHNonAcuteProcurement@bshsi.org](mailto:BSMHNonAcuteProcurement@bshsi.org) OR contact your local Medline rep for suggestions.

### Q. How do I request a new item be added to Hybrent?

A. Fill out the "Add Item" form at [hybrent.com/mercy](http://hybrent.com/mercy) - the Physicians Office Buyers Group will review the request and make a decision.

### Q. An item I ordered is not going to be delivered. How do I complete "Receiving"?

A. You can receive a quantity of zero for that item, then "Complete" the order.



For questions related to Medline products and services.

Medline Support:  
catalog access- [www.medline.com](http://www.medline.com)

**Sales Team:**

Andrew VanTassell	Sales Rep	313-204-7182	Avantassell@medline.com	Toledo
Jim Moeder	Sales Rep	937-974-3681	Jmoeder@medline.com	Lima/Springfield
Kevin McCall	Sales Rep	440-728-4193	Kmccall@medline.com	Youngstown/Lorain
Matt Barry	Sales Rep	859-619-1215	Mbarry@medline.com	Kentucky
Jessica Baker	Sales Rep	513-444-9446	Jbaker@medline.com	Cincinnati

Contact your local rep if you need to -

- Inquire about rejections/backorders
  - Recieve quotes
  - Need help finding product information
  - Need to update DEA or TDDD licenses
- \*\$150 order min for free freight

**Dedicated Medline Sales Support:**

Abby Vance    Physician Office Service Manager    [alvance@medline.com](mailto:alvance@medline.com)    855-294-9618 Ext. 6368665

Contact Abby **ONLY** if you need -

- Information about an existing order
- Updates on shipping details



For questions related to navigating or using the Hybrent software.

Hybrent Support:  
email - [mercy@hybrent.com](mailto:mercy@hybrent.com) or  
chat within Hybrent.

- Problems placing an order
- General help using the Hybrent system
- Provide tips and hints that improve your user experience
- Creating user templates

**Forms and Tutorials**

[Hybrent.com/mercy](http://Hybrent.com/mercy)

All form requests will be reviewed by the Mercy Purchasing Department. Hybrent does NOT approve/deny these requests.

- Important Things To Know About Hybrent:**
- Hybrent is only a ordering website/portal
  - Hybrent does NOT:
    - Dictate which items are available to order
    - Control which vendors that you order from
    - Coordinate delivery methods or schedules
    - Adjust or control pricing

- Forms:**
- Item Request Form
  - User Add Request Form
  - Facility Add Request Form
  - Product Return Request Form
  - User Change Request Form
  - Facility Change Request Form

- Tutorials:**
- Shopping Tutorial
  - Receiving Tutorial
  - Approving Purchase Orders Tutorial
  - Using Templates Tutorial
  - Purchasing FAQs
  - How to locate and save Buyer Chat Room

# Returns/Vendor Contact Lists

hybrent.com/mercy/contacts

Use this website for to download a pdf of the vendor contact information.

- Get tracking infomation
- Process a return
- Check backorder status
- Get product infomation

Vendor	Email	Phone
VaxServe, Inc		800-752-9338
MEDLINE	see page 2 of this document	
McKesson Specialty	mshcustomercare-mspl@mckesson.com	(855) 477-9800
PFIZER	CS-Service-Center@pfizer.com	800-879-3477
GSK	vaccine.service-center@gsk.com	1-866-475-8222 Option 3
Allergan Pharmaceuticals	cs-orders@allergan.com	800-433-8871
Guy Brown (Staples)	customersupport@guybrown.com	877.855.0028
HENRY SCHEIN	BSMHNonAcuteProcurement@bshsi.org	804-627-5674
BAYER/THERACOM	BAYERIUS@lashgroup.com	1-866-647-3646 -
BESSE MEDICAL	sales@besse.com	800-543-2111
Genzyme Corp	synvisc.cs@sanofi.com	888-379-6847
DEPUY ORTHOPAEDICS INC	depuysawcustomerservice@dpyus.jnj.com	800-366-8143
AbbVie	bulkpharma@abbvie.com	800-255-5162
PATTERSON DENTAL	Justin.warmuth@pattersondental.com	800-328-5536
COVIDIEN	customerservice@covidien.com	770-662-0870
ORGANOGENESIS INC	MEDINFO@ORGANO.COM	888-432-5232
MERZ	orders@merz.com	844-469-6379
Anthony Products, Inc	customerservice@anthonyproducts.com	800-428-1610
ENTELLUS MEDICAL INC.	customerservice@entellusmedical.com	866-620-7615
ABBOTT LABORATORIES	addorders@abbott.com	800-323-9100
COOPER SURGICAL	orders@coopersurgical.com	800-243-2974
Grainger	customersupport@grainger.com	800-578-8244
OLYMPUS AMERICA INC.	OrderEntry@Olympus.com	800-773-4301
Natus Medical	customer_service@natus.com	888-622-2427
Stallergenes Greer Labs	humanallergy@greerlabs.com	800-378-3906
MEDTRONIC	cs@medtronic.com	800-633-8766
SMART PRACTICE	info@smartpractice.com	800-878-3837
Lake Printers	paula@lakeprinters.com	270-395-7181
ARTHREX	cs@arthrex.com	800-934-4404
Delasco Dermatologic Lab & Supply, Inc.		800-831-6273
Ohio Desk		216-623-0600
SOFTFIL-USA	order@softfil-usa.com	855 763 8345
MediBadge	stickers@medibadge.com	800-228-0040