Make4Covid Incoming Equipment Requests Playbook

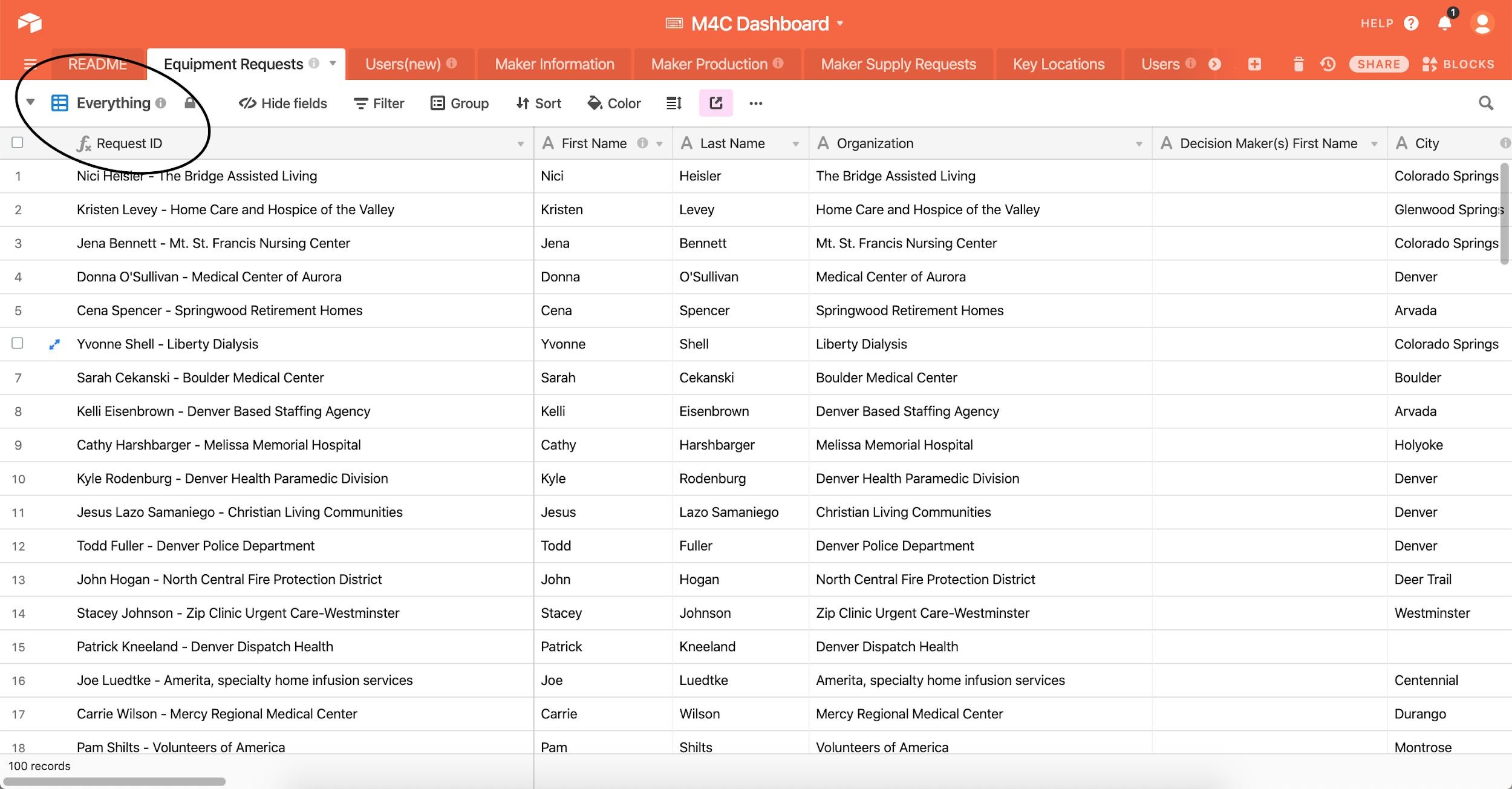
## General Process Flow:

## Signing up for Airtable:

1. You should receive an invitation to the Airtable in your email.
2. Open the email and click the link to sign up for Airtable.
3. You’ll need to create a new airtable account.
4. You’re ready to start working!

## How to use Airtable:

1. After you are signed up and signed in, you should see a screen with a section labeled “Bases shared with me.”
2. In this section, click on the orange icon with the label “M4C Dashboard”
3. You will be taken to a page which looks like a spreadsheet with multiple tabs, this is the airtable
4. Click on the tab labeled “Equipment Requests”
5. Just beneath the “Equipment Requests” tab header, you should see a spreadsheet icon with a label like “Everything” next to it. This is the view selector.



* 1. Within each tab there are several different “views” which organize the data in the tab in easy to see ways. HINT: Make sure to explore all the views to find the one you like working in the best!!

1. Click on the view selector and scroll down to the view called “To Be Contacted”. Click on this view.
   1. Here you’ll be able to see new requests from individuals/organizations that have not yet been reached out to. You can start contacting any individuals who have me - Allison Grossberg - listed as the M4C P.O.C. John Norton will be contacting individuals from Colorado Springs, Pueblo, Walsenburg, Peyton, Falcon, Monument, and Manitou.
2. The left-most column is the “request ID” which includes the full name of the person that entered the request into our system. As you scroll from left to right this column remains fixed, so you know who each row belongs to.
3. Scrolling to the right, you can see important information that has already been entered for each person, including the organization that they belong to, contact information, the products that they have requested, and what the status of their request is.
4. In the column labeled “Status”, you can see what the status of the order is:

|  |  |
| --- | --- |
|  | This is a new request - the person needs to be assigned a M4C P.O.C. and contacted via their preferred contact method (Column labeled “Contact Method”) to verify their information |
|  | This requestor has been contacted through their preferred contact method. High priority orders that have been contacted are ready to be sent to shipping for delivery |
|  | This request may be from an organization outside of the state of CO or may be a request for equipment that we WILL be producing but that isn’t ready for distribution currently (sewn fabric masks). The order will remain on hold until equipment can be distributed to this requestor. |
|  | We have heard back and have all of the necessary information to move forward with the order, and have submitted the order to the shipping team (Shipping (New)) tab of the airtable to be fulfilled |
|  | More action is needed (Ex. the requestor has a question and you need to get back to them with the answer). HINT: document your plan in the “Next Steps” column and plan a follow-up in the “Follow-Up Scheduled” column |
|  | You’ve reached out to this requestor (Good for you!!) but have yet to hear back from them. We will need to schedule a follow-up if this requestor does not get back to us within 1 week. |
|  | At least part of the order has been delivered. This usually indicates that this request is large (>500 face shields) and will be delivered in several packages (100-200 face shields at a time) as we have the supply to send to them |
|  | This request has been delivered to the requestor in full and the request is closed (YAY - excellent job!) |

## Corresponding with people who have filled out an equipment request form:

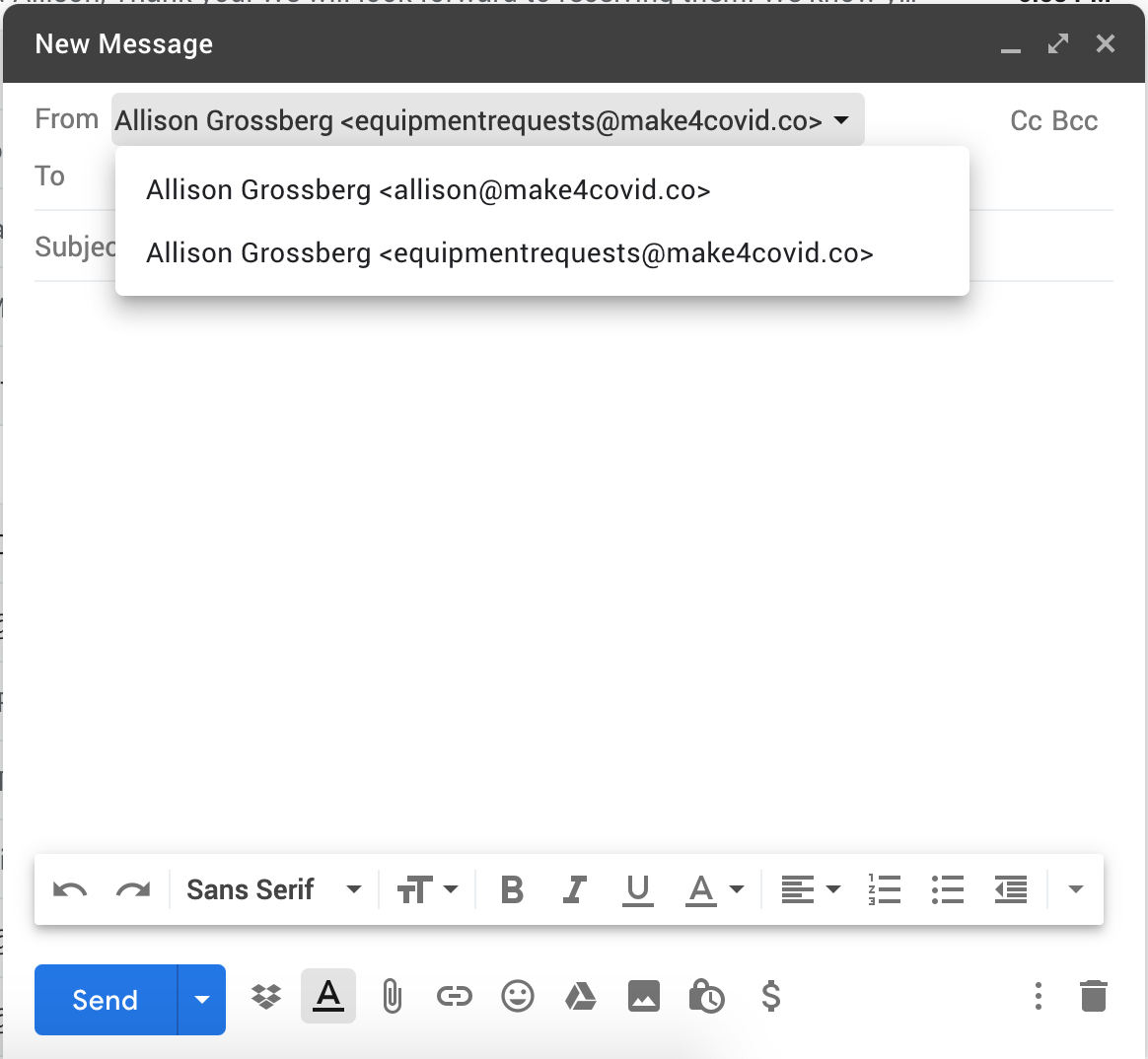
## For simplicity, we will be sending all correspondence from a dedicated Make4Covid email address.

## To login to the email, go to Gmail login and enter the following information:

## Email Address: equipmentrequests@make4covid.co

## Password: M4Cequip#

* 1. To send an email from the [equipmentrequests@make4covid.co](mailto:equipmentrequests@make4covid.co) click on the “From” line and select the correct address (shown below).



1. As new organizations in need of PPE fill out our form, it is your job to ensure that we have all of the information that we need to move forward with ordering.
2. The first thing to do when a new request populates in the Airtable is to check that all of the important questions in the Typeform were answered and answered properly
   1. The list of 18 questions that we need answered in order to process orders can be found in the example scripts below
3. If not all of these questions have been answered or any answers given need clarification, use language from the example scripts below to follow up with the point person from the organization
4. After all questions have been answered, be sure to let the person know that their information has been entered and their order is being processed (using one of the scripts below).
   1. When a requester provides new information, be sure to add the information to the proper columns in the Airtable manually (instructions below)

## Tracking Correspondence in the Airtable

1. When a new request appears in the Airtable (in the “To Be Contacted” view), there will be a label in the “Status” column which says “Not Contacted” or the status will be blank
2. After making initial contact with a requester, be sure to remove the “Not Contacted” label by clicking the ‘X’ and the click the ‘+’ sign and add the label “Contacted”
   1. You’ll also need to update the “Initial Contact” field with the date that you made initial contact
3. If we need to hear back from the person with more information before we are able to process the order, click the ‘+’ sign and add a label stating “Awaiting reply”
4. If you have a question or concern that you need to address or if you need to reach back out to the contact with additional information, set the status to “Follow-Up Required”
   1. You can add a date to the “Follow-Up Scheduled” column if you need to follow-up with the contact on a specific date. You can also use this to track when you might want to follow-up with someone who is set to “Contacted” and “Awaiting Reply” and who has not responded yet to any attempts to make contact.
5. If the request was from out of state, add a label stating “Request on Hold” as we are not shipping materials out of the state at present.
6. If the requestor responds and indicates that they are NOT interested in face shields currently and only need other equipment, set the status to “Cannot Fulfill Order”
7. If the requestor would like to order a small quantity of face shields for testing and is interested in placing a larger order later, check the box in the “Sample Request” column
8. If you have ANY questions about which fields to fill in or how to set the status of requests, ask Allison and take detailed notes in the “Additional Notes” column that we can use to correctly classify the order later
9. After a requestor has been contacted and all their information has been verified, set the status to “Contacted.” From here, Allison will submit the order and it will be delivered
   1. How does this happen? After an order status has been set to “Contacted” and all information has been verified,

## How to Assign Priority to Requests

1. Because we are limited on time and supplies, it is important that we prioritize orders to make sure that our materials are being received where they are needed most
2. Our questions include a rating of how urgent the request is, on a scale of 1-5

* 1 – Not urgent (we still have plenty of PPE left)
* 2 – Fairly urgent (we still have some PPE left)
* 3 – Urgent (we are quickly running out of PPE)
* 4 – Very urgent (we will be out of PPE within 1-2 days)
* 5 – Extremely urgent (we are completely out of PPE)

1. By hovering over the ‘i’ icon next to the “Priority” header at the top of that column, you can see how this scale of 1-5 is translated into a scale of 1-10 based on urgency and type of facility. Here is a copy of this scale:

* Extremely urgent, hospitals and nursing homes 10
* Extremely urgent, police departments and other facilities 9
* Urgent/very urgent, hospitals and nursing homes 8
* Urgent/very urgent, police departments and other facilities 7
* Fairly urgent, hospitals and nursing homes 6
* Fairly urgent, police departments and other facilities 5
* Not urgent, hospitals and nursing homes 4
* Not urgent, police departments and other facilities 3
* Anyone who does not currently need face shields 2
* Anyone who is not located in Colorado 1
  1. In addition, add 2 points to the priority number if the facility in question is located in a rural area. For example, if an hospital in a rural area indicates that their urgency is equal to a 3 out of 5 (urgent), we would assign them a priority score of 8 and then we would add 2 so that the final score is 10. This can be fairly subjective so use your best judgment or simply ask the requester if this is their situation.

## Scripts

Scripts are simply examples of language that can be used in correspondence with organizations in need of supplies. It is important to use common sense to tailor communication so that we get all of the answers as quickly and as easily as possible. We aren’t helping these organizations if we waste their time asking the same questions over and over again. For example: be sure to remove questions from the follow up email that have already been answered adequately by the point person.

#### Script for following up on an equipment request from an organization within the state of Colorado that we are missing information from:

Hi \_\_\_\_\_, this is Allison with Make4Covid, a Colorado-based initiative working to provide healthcare professionals with personal protective equipment (PPE). I’m contacting you because you recently requested equipment through our website or your contact information was referred to us. I apologize for not being able to get back to you sooner. If you are still in need, I’d love to get you help as quickly as possible.

Can you provide or verify the following information so that I can get your request processed?

**1. What is the name of the organization that you represent?**

**2.** **What city and state is the organization located in?**

**3.**  **What type of facility is your organization?**

a. Hospital – Emergency Room

b. Hospital – Intensive Care Unit

c. Hospital – Other Unit

d. Small clinic

e. Paramedics/first responders

f. Nursing home

g. Other (please describe)

**4.** **Who will be using the requested equipment?**

a. Doctors, Nurses, or other medical personnel

b. Cleaning staff

c. Other (please describe)

**5.** **How many individuals are on the team?**

a. 0-10

b. 10-30

c. 30-60

d. 60-90

e. 90+

**6. What equipment are you requesting at this time?** We're currently focusing on producing and delivering face shields and sewn fabric masks.

a. RC1-RC3 Face Shields

b. Fabric face masks

**7.** **How many units of each type of equipment do you currently need?**

**8.** **What other equipment needs do you have?** We're currently focusing on face shields, but we're working on getting other equipment designs approved. Please list other PPE needs you currently have (gowns, PAPR hoods, ventilator parts, gloves, etc.)

**9.** **Please rate the urgency of your current request:**

a. 1 – Not urgent (we still have plenty of PPE left)

b. 2 – Fairly urgent (we still have some PPE left)

c. 3 – Urgent (we are quickly running out of PPE)

d. 4 – Very urgent (we will be out of PPE within 1-2 days)

e. 5 – Extremely urgent (we are completely out of PPE)

**10.** **What is your first name?**

**11.** **What is your last name?**

**12.** **What is the best phone number to reach you at?**

**13.** **What is your email address?**

**14.** **How would you like to be contacted?**

a. Email

b. Text message

c. Phone call

d. No preference

**15.** **What time of day is best to reach you?**

**16.** **What's the address of the drop-off location for this request?**

**17.** **What are your preferred drop off days & times?**

**18.** **Are you able to make a donation?** Currently, we're not charging for the equipment we provide, but a donation of $2 per unit is very helpful.

Thanks so much. Please let me know if you have any other questions or concerns. I can be reached anytime at allison@make4covid.co or 719-231-9703.

Looking forward to hearing back soon,

Allison

#### Script for following up with organizations within the state of Colorado who we are missing information from and do not need either face shields or fabric masks:

Hi \_\_\_\_\_, this is Allison with Make4Covid, a Colorado-based initiative working to provide healthcare professionals with personal protective equipment (PPE). I’m contacting you because you recently requested equipment through our website or your contact information was referred to us. I apologize for not being able to get back to you sooner. If you are still in need, I’d love to get you help as quickly as possible.

We're currently focusing on producing and delivering face shields. If your organization would benefit from sewn fabric masks, we may begin producing and delivering them soon and you may indicate your interest below. If you cannot make use of either face shields or face masks currently, please let us know in your response to this email and do not answer the questions below. If we know of other entities who are producing other resources (gowns, gloves, thermometers, N95 masks, ventilators, etc.) we will provide you with their contact information. We will keep you updated as new Make4Covid PPE designs are approved and made available for production and delivery. As each new item becomes available you will be able to submit a new request or update your current request.

If you are currently in need of face shields or fabric masks, please provide or verify the following information:

**1. What is the name of the organization that you represent?**

**2.** **What city and state is the organization located in?**

**3.**  **What type of facility is your organization?**

a. Hospital – Emergency Room

b. Hospital – Intensive Care Unit

c. Hospital – Other Unit

d. Small clinic

e. Paramedics/first responders

f. Nursing home

g. Other (please describe)

**4.** **Who will be using the requested equipment?**

a. Doctors, Nurses, or other medical personnel

b. Cleaning staff

c. Other (please describe)

**5.** **How many individuals are on the team?**

a. 0-10

b. 10-30

c. 30-60

d. 60-90

e. 90+

**6. What equipment are you requesting at this time?**

a. RC1-RC3 Face Shields

b. Fabric face masks

**7.** **How many units of each type of equipment do you currently need?**

**8.** **Please rate the urgency of your current request:**

a. 1 – Not urgent (we still have plenty of PPE left)

b. 2 – Fairly urgent (we still have some PPE left)

c. 3 – Urgent (we are quickly running out of PPE)

d. 4 – Very urgent (we will be out of PPE within 1-2 days)

e. 5 – Extremely urgent (we are completely out of PPE)

**9.** **What is the best phone number to reach you at?**

**9.** **What is your email address?**

**10.** **What's the address of the drop-off location for this request?**

**11.** **What are your preferred drop off days & times? Do you have any additional drop off instructions?**

**12.** **Are you able to make a donation?** Currently, we're not charging for the equipment we provide, but a donation of $2 per unit is very helpful.

Thanks so much. Please let me know if you have any other questions or concerns. I can be reached anytime at allison@make4covid.co or 719-231-9703.

Looking forward to hearing back soon,

Allison

#### Script for responding to organizations within the state of Colorado who we are not missing information from (or who just provided us with the rest of their information):

Thanks, \_\_\_\_\_. I entered that information into our system.

Although we are using tested and approved operating procedures and designs to ensure safety, please note that the face-shields are currently being produced and delivered by community volunteers. We are still working on logistics, so we can’t guarantee a specific delivery date yet but we will be in contact with you to provide updates as we get them. In addition, someone will reach out to you after your items have been delivered so that you may provide feedback.

We are not currently distributing sewn fabric masks, but hope to begin soon. If you indicated that your organization would benefit from sewn fabric masks, a Make4Covid volunteer will reach out to you as soon as our design is approved and ready for distribution.

Please let me know if you have any questions or concerns. You can contact me at any time via phone or email.

Allison

719-231-9703

#### Script for following up with organizations who are not in the state of Colorado and we are missing information from:

Hi \_\_\_\_\_, this is Allison with Make4Covid, a Colorado-based initiative working to provide healthcare professionals with personal protective equipment (PPE). I’m contacting you because you recently requested equipment through our website or your contact information was referred to us. I apologize for not being able to get back to you sooner.

We're currently focusing on producing and delivering face shields to facilities in Colorado. We do not have the infrastructure in place to ship materials out of the state, though we may have that ability in the future. If you like, you can provide the information below and we will get back with you if/when we are able to fulfill your request.

**1. What is the name of the organization that you represent?**

**2.** **What city and state is the organization located in?**

**3.**  **What type of facility is your organization?**

a. Hospital – Emergency Room

b. Hospital – Intensive Care Unit

c. Hospital – Other Unit

d. Small clinic

e. Paramedics/first responders

f. Nursing home

g. Other (please describe)

**4.** **Who will be using the requested equipment?**

a. Doctors, Nurses, or other medical personnel

b. Cleaning staff

c. Other (please describe)

**5.** **How many individuals are on the team?**

a. 0-10

b. 10-30

c. 30-60

d. 60-90

e. 90+

**6. What equipment are you requesting at this time?**

a. RC1-RC3 Face Shields

b. Fabric face masks

**7.** **How many units of each type of equipment do you currently need?**

**8.** **Please rate the urgency of your current request:**

a. 1 – Not urgent (we still have plenty of PPE left)

b. 2 – Fairly urgent (we still have some PPE left)

c. 3 – Urgent (we are quickly running out of PPE)

d. 4 – Very urgent (we will be out of PPE within 1-2 days)

e. 5 – Extremely urgent (we are completely out of PPE)

**9.** **What is the best phone number to reach you at?**

**9.** **What is your email address?**

**10.** **What's the address of the drop-off location for this request?**

**11.** **What are your preferred drop off days & times? Do you have any additional drop off instructions?**

**12.** **Are you able to make a donation?** Currently, we're not charging for the equipment we provide, but a donation of $2 per unit is very helpful.

Thanks so much. Please let me know if you have any other questions or concerns. I can be reached anytime at allison@make4covid.co or 719-231-9703.

Looking forward to hearing back soon,

Allison

#### Script for responding to organizations outside of the state of Colorado who we are not missing information from (or who just provided us the rest of their information):

Hi \_\_\_\_\_\_, this is Allison with Make4Covid, a Colorado-based initiative working to provide healthcare professionals with personal protective equipment (PPE). I’m contacting you because you recently requested equipment through our website or your contact information was referred to us. I apologize for not being able to get back to you sooner.

We're currently focusing on producing and delivering face shields to facilities in Colorado. We do not have the infrastructure in place to ship materials out of the state, though we may have that ability in the future. If you like, we can keep you in our system and contact you if we have the ability to get materials to you in the future.

Thanks so much. Please let me know if you have any other questions or concerns. I can be reached anytime at allison@make4covid.co or 719-231-9703.

Looking forward to hearing back soon,

Allison

#### Script for responding to organizations outside of the state of Colorado who we are not missing information from (or who just provided us the rest of their information):

Hi \_\_\_\_\_\_. Make4Covid is currently working with the state of Colorado and a team of local experts to approve designs for face shields and other equipment. Our current face shield has been tested by medical personnel and approved by experts for use in a clinical setting. We have developed extensive standard operating procedures for production and delivery of laser cut and 3D printed items and we are currently asking all of our makers to follow these SOP's exactly. So, unfortunately, we can't distribute face shields that have been produced by other groups that are not currently following our procedures.

That being said, we are trying to make our effort as collaborative as possible and are absolutely in need of additional maker spaces that can accommodate large requests for 3D printed materials. We'd love to have your help!

If you'd like to combine efforts I can connect you with some folks who can answer any questions that you might have about getting involved. For now, the best place to start would be to sign up to be a part of the community on our main website (<https://www.make4covid.co/>) by clicking the "Join M4C" button on the homepage. After you receive an invitation to join, you can start by clicking the "Start Making!" button on the left-hand side of the community page. You'll find our current designs, instructions and SOP's listed there. All of our current designs are open access and we have a supply chain team working to provide local makers with the materials you'll need to ramp up production. We also have established no-contact drop off locations where any supplies you create can be dropped for warehousing and distribution.

Please let me know if you have any additional questions or concerns!

Hope to see you in the community,

Allison Grossberg

719-231-9703

## FAQ’s and How to Answer Them

#### **Where is the Equipment Request Typeform?**

#### Send people to this link to access the Typeform: <https://www.make4covid.co/equipment-request>

#### **Someone filled out an equipment request form but is actually a maker and would like to begin producing 3D printed supplies. What do I do?**

* + Set the “Status” to “Contacted,” and “Re-route.” Allison will make sure this individual gets to the right place.

#### **What equipment are we currently producing and delivering?**

* + Right now we are focusing our efforts on face shields that can be produced quickly and reused safely by healthcare workers. We’re working hard to approve designs for other equipment (sewn fabric masks, N99 type masks, PAPR hoods, etc.) and hope those items will be ready very soon.

#### **Why are we currently only making face shields?**

* + There are several reasons:
    - We have approved designs for face shields that have been tested in hospitals
    - Hospitals are requesting face shields
    - Face shields have no liability at the state or federal level
      * The FDA classifies face shields as Class I Devices which are "*not intended for use in supporting or sustaining life or of substantial importance in preventing impairment to human health, and they may not present a potential unreasonable risk of illness or injury.*"
    - Face shields can be easily decontaminated and reused

#### **How are our product designs/materials being vetted/approved?**

* + We have a team of folks working on this, and it includes on-site testing and vetting by a medical advisory board.

#### **When will I get the equipment that I have requested? Can you give me a specific delivery date and time?**

* + We are currently prioritizing those who are completely out of PPE or will run out in the next 1-2 days. We are working hard to deliver equipment to healthcare organizations who are entirely out of PPE within 72 hours.

#### **Can I pick up equipment from Make4Covid?**

* + Equipment requests cannot currently be picked up. All pick-up’s would have to be made at a dedicated no-contact site and we don’t currently have that set up. We have a network of volunteer drivers and pilots who are fulfilling deliveries in a safe and consistent manner, so right now that’s the best option for us.

#### **How can I donate?**

* + Send people to the M4C Donation form on the main page of the website:<https://www.make4covid.co/donate>

#### **Where are donations going?**

* + Directly to fund production of face shields, including procuring filament and other needed supplies.

#### **Who do I talk to about \_\_\_\_\_?**

* + Find them on this list of [Community Organizers](https://make4covid.mn.co/posts/organizer-information) and reach out!

#### **What if someone has questions about our designs or standard operating procedures?**

* + [Look at our Maker Page for more information!](https://sites.google.com/make4covid.co/startmaking-wip/start-making?authuser=0)

#### **What makes Make4Covid different from all of the other COVID related movements popping up?**

* + We're vetting all of our designs through a medical advisory board, which means that they'll be safe for healthcare workers to use.
  + We've created and tested standard operating procedures that, if followed, will prevent further spread of COVID.
  + We're taking the strain off of already busy hospitals by giving them a single point of contact for supplies coming from Colorado makers.

#### **What other projects/designs are in the pipeline? How will I know when these can be ordered?**

* + Ventilator parts, PAPRs, masks, respirators, and UV cleaning devices are on our radar, but face shields are the priority right now. As these designs are approved and are ready for distribution, the option to request them will be added to the Typeform on the website and to the airtable.

#### **What is a requestor would like to see a picture of the face shields?**

* + You can access an image to download and send here: <https://drive.google.com/file/d/146tEvnivJR_U3f9UGRUWPnBlDyugqYc5/view?usp=sharing>

#### **What are the hours of the Denver warehouse?**

* + Monday-Friday: 9AM to 4PM
  + Saturday: 12PM to 4PM
  + Sundays: Closed

#### **I’m getting questions about assembly or decontamination of the face shields. What do I do?**

* + We are working on an instruction sheet that includes instructions for proper assembly of the shields and lists Do’s and Don’t for decontamination. We hope to start sending this out with all outgoing deliveries within the next week.

#### **Do we currently have a list of resources to send to requestors who need equipment we aren’t currently producing?**

* + We don’t currently have a list of resources to send requestors who need types of PPE that we aren’t producing. We know this is a need and are going to be working to develop this resource soon.

#### **How do I answer other questions about our product?**