

Upstate Standards Equipment Library (USEL)

Frequently Asked Questions (FAQs)

This document provides answers to common questions about the USEL pilot program. For assistance on questions not addressed within this FAQ, please use the contact information:

- General software support: support@openmarketshealth.com
- Medical equipment support: RoachKei@upstate.edu
- Non-medical equipment & Purchasing support: HartmanK@upstate.edu

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Pilot Questions

What is the purpose of the USEL pilot program?

- To test the effectiveness of a new digital equipment standards library and quote request tool.
- To gather feedback from users to improve the USEL tool and operational processes.

Who is participating in the pilot?

- USEL pilot participation is limited to the following groups:
 - Nurse Managers
 - **Nurse Unit Clerks**

What equipment is included in the pilot?

- New equipment standards will be added to USEL periodically. To access the most up-to-date list of pilot products, go to the All Products navigation tile in USEL.

How long will the pilot program last?

- The USEL pilot is ongoing, and utilization is expected from pilot participants until a notification requesting cessation of use.
- USEL pilot participants will receive a USEL Pilot post-launch survey in **March2025**.

What happens after the pilot program?

- Following the pilot feedback, Upstate University Hospital will expand the USEL's standards product catalog and user group to include all supplier partners and all Upstate University employees.

General Questions

What can I do with USEL?

- Search USEL for instant access to Upstate University Hospital's equipment standards.
- Request a quote and automatically get connected to the supplier representative.
- Manage all quote requests, suppliers, and internal communications through a centralized platform.

What kind of information is available in the equipment library?

- USEL product pages include equipment images, descriptions, product configurations, and available attachments such as brochures, case studies, manuals, etc.
- USEL supplier information will be made available within a request once the quote has been connected to the representative.

Is there a limit to the number of quote requests I can submit?

- No, there is no limit to the number of quote requests you can submit. As a reminder, all quote request submissions are automatically connected to our supplier partners.

What if I need a quote for equipment not included in the library?

- If equipment is not available in the USEL pilot, please follow standard operational processes to request a quote.

Why do the furniture pages look different?

- There are currently no specific requirements for furniture standards. However, if you need a quote for furniture, you must use approved suppliers from Upstate University Hospital. These pages connect you directly to approved suppliers without requiring a product to be selected.

Operational Questions

How do I get support?

- For software support, please contact the OpenMarkets designated support team using the in-app support messenger or emailing support@openmarketshealth.com.
- For Upstate University Hospital operational support, please contact our Upstate University Hospital team:
 - Medical equipment support: RoachKei@upstate.edu
 - Non-medical equipment & Purchasing support: HartmanK@upstate.edu

Is there training available?

- A USEL User Guide is available.