Patient Safety
Educational
Materials Website

MHS Military Health System
     health.mil

Patient Safety Educational Materials
Online Ordering Website
User Guide

A guide to assist Patient Safety Professionals in navigating the Patient Safety Educational Materials Website

Table of Contents

Introduction

The Defense Health Agency (DHA) DoD Patient Safety Program (PSP) offers patient safety education materials including badge cards, brochures, posters, buttons, flyers, and more. The ordering of patient safety materials is restricted to government civilian, military, or contractor staff employed at a U. S. Military Treatment Facility (MTF) or any National Capital Region facility within the Military Health System. Individuals must register with a ".mil" email address. This step-by-step document is intended to walk users through the ordering process, explaining how to create an account, place an order, and track the order status.

For more information about Patient Safety Educational Materials products please visit the Order Patient Safety Materials page on Health.mil.

Requesting a New User Account

*Be advised that you must have a @mail.mil e-mail address to receive approval for your account. If you do not have an @mail.mil e-mail account, please contact the Patient Safety Program Team at DHA.patientsafety@mail.mil.

NOTE: We changed warehouse vendors in the Spring of 2021, so if you previously had an account on the Patient Safety Educational Materials website, you will need to request a new account.

To initiate the process for a User Account to access the Patient Safety Educational Materials Online Ordering website, please fill out and submit the online ordering account registration form provided from the link below:

https://www.health.mil/Reference-Center/Forms/2021/09/07/PSP-Materials-Account-Registration-Form

Logging in to your account for the first time

Once your account has been approved by the DHA PSP Site Administrator, you will receive a confirmation e-mail from the DHA Patient Safety Program Team. If you don't receive a confirmation within a couple of hours, check your junk mail folder.

NOTE: Due to some environments having firewall issues, you may need to copy and paste the URL that is provided in the email into your browser. Microsoft Edge browsers work best; you may have issues using Chrome or Internet Explorer (IE).

You can now proceed with placing an order by clicking on the link provided in the email. You will need to change your password the first time you log in.

1) Visit the Patient Safety Educational Materials website page.
   https://graygraphics.orderprintnow.com/Login.aspx?PortalId=34fa28df-a8b8-426f-a593-0798edfcdbe8

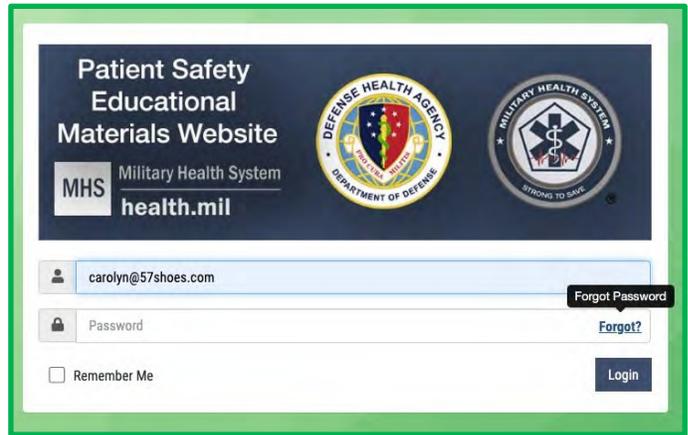2) Enter your **username** (Email Address) then click **Forgot?**

Figure 1: Log in screen

3) Enter your **username** (Email Address) then click **Email Reset Link.** You will receive an email with a link to reset your password. Note: This might take a few minutes.
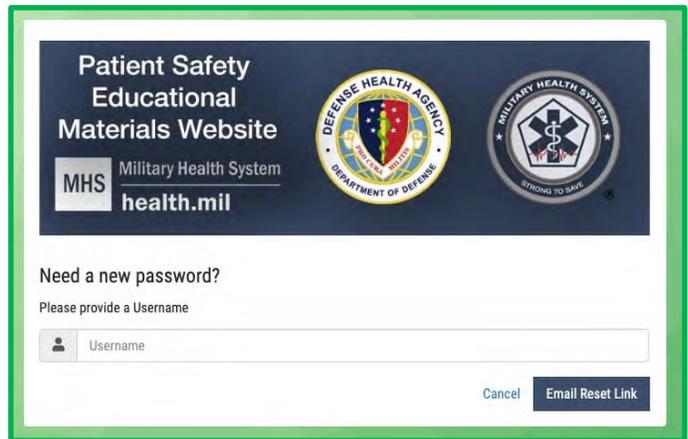

Figure 2: Change Password

4) Once you have received your email, click on the link to reset your password to the password of your choosing.
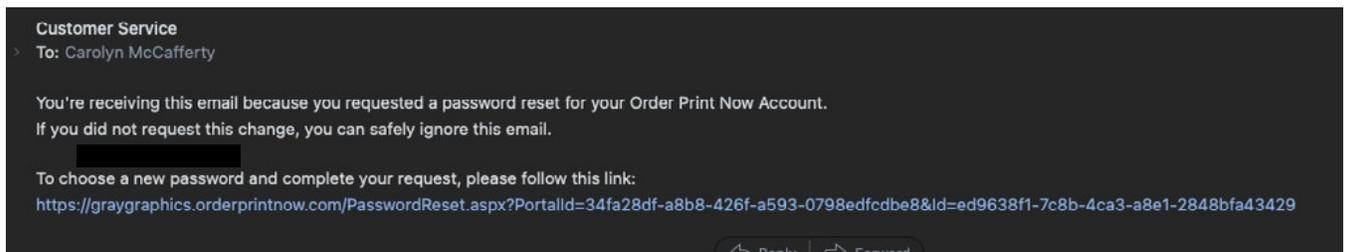

Figure 3: Password reset email

5) Click the **Back to Login** button and log in using your new password.

Getting familiar with the site

Once you are logged in, you will be taken to the home page that contains links to view products, cart, order status and more.

Figure 4: Patient Safety Materials Educational Website home page

A   **PRODUCT** – Products are grouped by category (badge cards, posters, brochures, etc.).

B   **CART** – View a list of products placed in the shopping cart.

C   **SEARCH** – Search for a product by name, category or product type such as DVD.

D   **PATIENT SAFETY WEBSITE** – Visit the Patient Safety Program Website for more information.

E   **SUPPORT** – Contact the Patient Safety Program Team if you have any issues. DHA.patientsafety@mail.mil

Placing an Order

1) **Find product:** There are several ways to find your product.
   a. Select the **PRODUCTS** link in the menu bar at the top of the page or the **PRODUCTS** icon at the bottom of the home page to view all available products by category or
   b. Navigate through the **PRODUCT CATEGORIES** or
   c. Use the **SEARCH** bar by entering a product name or keyword.
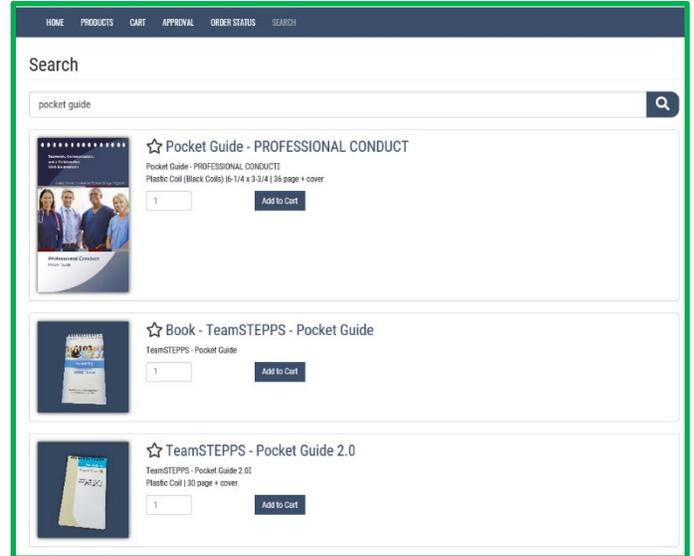

Figure 5: Product search results

2) **Add item to cart:** Enter the desired quantity of each and click the **Add to Cart** button.

3) **View Shopping Cart:** If you have selected all the items you would like to order, click the **CART** link in the menu bar at the top of the page or the **shopping cart dropdown.** Then click the **View Cart** button to view the list of items that you have placed into your cart.
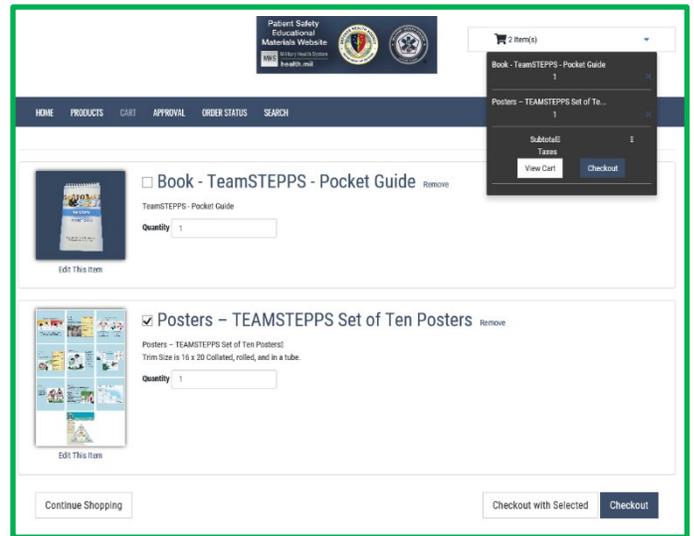

Figure 6: View Cart

4) **Review order:** Verify your order. It is permissible to have items in your cart and not place an order until later.
   a. If you need to remove an item from the Cart, select the **REMOVE** link next to the product name. You can also add items to the cart and order at a later time.
   b. Select the items (checkbox) you want to order.

5) **Place order:** Select the **Checkout** button or **Checkout with Selected** button if ordering specific items. The unselected items will remain in the Cart if you wish to order them later.

6) **Verify Checkout:** Once you have submitted your order you should verify your order information:

   a. **Shipping Details**: All orders are shipped UPS so a physical address is required. **Note**: You can change the shipping address any time PRIOR to the order being approved. Once you order has been approved, the address cannot be changed.

   b. **International Shipping**: Input FPO or APO in the city box. AA, AE, and AP should be placed in the State Box. Leave country to USA default. When adding

Figure 7: Verify Shipping Details

   address into the address box, you can hit **ENTER** to create another line in the field for additional information (ex. Suite Number).

   c. Confirmation email (notification sent to this email address by UPS when order is shipped and delivered).
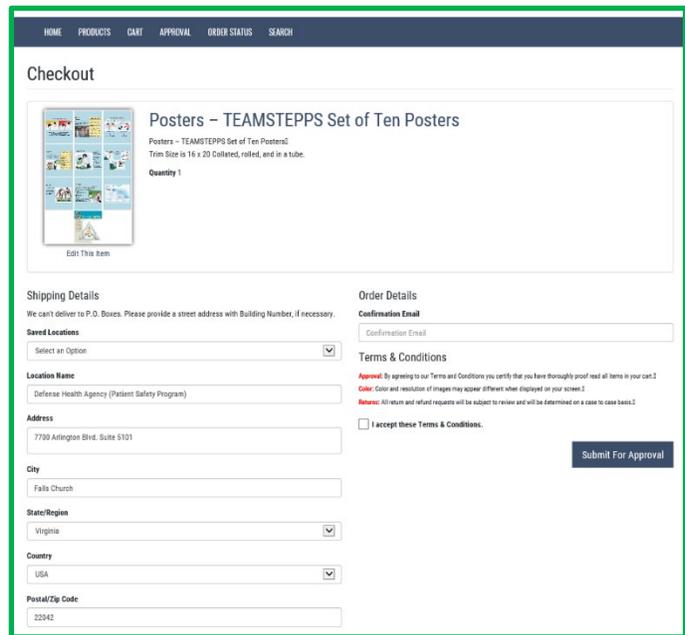
7) **Checkout:**

   a. Once you've confirmed everything is accurate with your order, including contact information, shipping information and the item(s) you desire to order, select the

   I accept these Terms & Conditions checkbox.

   b. Select the **Submit for Approval** button.

   c. You will be redirected to the confirmation screen thanking you for submitting your order.

d. You will receive an email indicating your order needs approval (this is handled by DHA).

e. If you realize after you have submitted your order that the amount needs to be changed, please contact PSP immediately. They can adjust ordering amounts prior to approval.

[EXTERNAL] Order Needs Approval

CS Customer Service <donotreply@graygraphics.com> (Customer Service via docketmanager.net)
To Caroline Mays

ⓘ The actual sender of this message is different than the normal sender. Click here to learn more.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Order Needs Approval

Hello Rei Mays,

Your order has been sent for approval. You will receive a confirmation email when the order has been approved.

8607 Central Ave | Capitol Heights, Maryland 20743
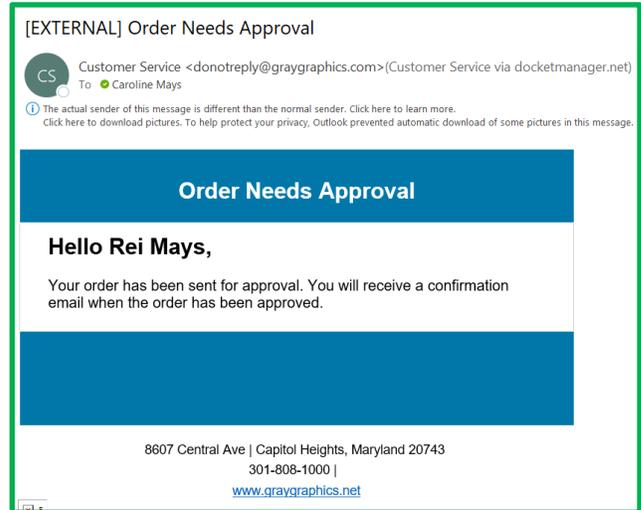301-808-1000 |
www.graygraphics.net

Figure 8: Order confirmation email

Checking Order Status

If you would like to check your order status, log on to the Patient Safety Educational Materials webpage. https://graygraphics.orderprintnow.com/Login.aspx?PortalId=34fa28df-a8b8-426f-a593-0798edfcdbe8.

1) **View Order Status**: You can view the status of your order at any time by selecting the **ORDER STATUS** link in the menu bar at the top of the page or the **My orders** link in the footer section of the page.

2) **Pending Approval:** Orders may take up to two weeks to ship once the order has been approved. Once your order has been approved, you will receive an email notification.

3) **Order Shipped:** Once your order has shipped you will receive an email notification from UPS Delivery pkginfo@ups.com with the tracking number.
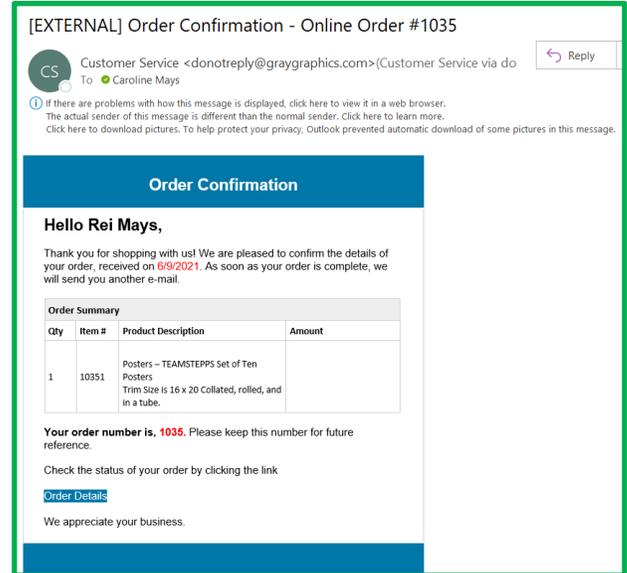

Figure 9: Order Confirmation email

Ordering Digital Products

The Patient Safety Program offers toolkits and guides that are intended to be small, self-contained resource modules for training and application. Toolkits are designed with the following use in mind for anyone on the health care team (clinicians, administrators, commanders, residency directors, nurse practitioners, medical technicians, credentialers, facilities staff, educators, trainers):

- Use a toolkit as a reference and information source for a specific tool subject.
- Combine a toolkit into existing course work to introduce team members to the tool's key concepts and its use on clinical units.
- Use a toolkit to create and deliver training on a specific tool.

Visit the Patient Safety Program Toolkits & Guides website for more information. (https://www.health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety/Patient-Safety-Products-And-Services/Toolkits)

Select a link below to download our digital products:

- Briefs and Huddles
- Debriefs
- Eliminating Wrong Site Surgery and Procedure Events
- The Global Trigger Tool in the Military Health System
- MHS Leadership Engagement

- Patient Falls Reduction
- Patient Activation Reference Guide
- Professional Conduct
- Situation, Background, Assessment, Recommendation (SBAR)
- URFO Guidebook

Frequently Asked Questions

1) **Who is eligible to order materials?**
   - Any government civilian, military, or contractor staff who is employed at a Military Treatment Facility and has a .mil DoD email address.
   - Individuals must register with a .mil email address.

2) **How do people in the field get an account and what is the approval process?**
   - How to register for an account
     i. Send a request (from your .mil email account) to DHA.patientsafety@mail.mil.
     ii. You will receive an email with your login instructions.
   - Approval process
     i. The Patient Safety Program team will review your request for an account and if you meet the eligibility criteria, will notify you upon approval.

3) **What types of products are available?**
   - Badge Cards (NPSGs, I-PASS, SBAR, TeamSTEPPS)
   - Posters (AskMe, I-PASS, PfP, SBAR, TeamSTEPPS)
   - Buttons (AskMe)
   - Pamphlets and Brochures (AskMe 3, My Medicines, PSR, TEAM UP)

4) **What types of digital products are available and how can I place an order?**
   - The Patient Safety Program offers a variety of resources that can be digitally downloaded, such as toolkits and guidebooks. Digital products are available for download on our Health.mil website. Visit the Patient Safety Program Toolkits and Guides page for resource download links: https://www.health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety/Patient-Safety-Products-And-Services/Toolkits

5) **What if my contact information changes?**
   - If the contact information that was included with your order (address/duty station, email, or phone number) changes, please notify by email: DHA.patientsafety@mail.mil and include the new information so we can update it in the ordering system.
   - Because accounts are created using the email provided, if your email address changes, a new account will need to be created. Please contact DHA.patientsafety@mail.mil for assistance.

6) **How are products distributed?**
   - Patient safety materials are packaged in sets of various quantities as noted online. For example, all badge cards are organized in packs of 200; therefore when you request badge cards it must be in increments of (200, 400, 600, etc).
   - Please be aware that some products may have a maximum order quantity assigned to it.

7) **What if I need more materials than the maximum quantity allows?**
   - Please follow through with your order and choose the max quantity allowed.
   - Then email DHA.patientsafety@mail.mil with an explanation as to why the extra materials are needed.
   - Based on inventory levels, we will consider if an exception can be made.

8) **When will I receive my order?**
   - Products are shipped via UPS ground typically within 2-3 weeks after you place your order.

For additional questions or concerns, please contact:

DoD Patient Safety Program
DHA.patientsafety@mail.mil

Support and Contact Information

If you have any questions or need additional support, please feel free to e-mail the Patient Safety Program Inbox at DHA.patientsafety@mail.mil

Patient Safety Educational Materials Account Registration:
EMAIL: DHA.patientsafety@mail.mil

Patient Safety Program Website:
https://www.health.mil/Military-Health-Topics/Access-Cost-Quality-and-Safety/Quality-And-Safety-of-Healthcare/Patient-Safety

Patient Safety Learning Center (PSLC): https://info.health.mil/