DPH-DOC 213RR Frequently Asked Questions

These FAQ’s apply to all 213RRs except ones requesting DSW Personnel or Pharmaceuticals.

**Scarce Resource Requests:** submit Medical Resources 213RR form to: 
dph.doc.ops.medical.resource@sfdph.org

**Non-Scarce Resource Requests:** submit through ServiceNow

1) Q: How do I know if my supplies are “scarce” or “non-scarce”?
   A: **Scarce resources** are assigned a MED#, and **non-scarce resources** are assigned a RR#/Task#. Below is the current list of **scarce** items:
   - Face Shields
   - Gloves (Exam/Other)
   - Goggles
   - Gowns (Isolation/Surgical)
   - Hair Covers
   - Hand Sanitizer
   - Masks (Isolation/Surgical, N95)
   - Shoe Covers
   - Testing Materials
   - Thermometers
   - Cleaning Supplies (Wipes, Disinfectants, and Spray Bottles)

   *** List subject to change based on inventory.

   **Non-scarce resources** include all other supplies, materials and services required to support COVID-19 emergency response.

2) Q: I submitted a 213RR, now what?
   A: For **scarce resource requests**, you will be emailed a MED# once your request enters the fulfillment process. For **non-scarce resource requests**, you will receive an automated ServiceNow email confirmation at each stage of the approval process which will include a RR#/Task#.

3) Q: I have a ServiceNow question, what should I do?
   A: Most questions can be resolved by reviewing the downloadable ServiceNow 213 User Guide.

4) Q: I submitted a request but still have a question, what should I do?
   A: **Non-scarce resource requests** questions should be submitted directly through ServiceNow in the additional comments field within the activities tab of your submission. For general ServiceNow questions, you can email dph.doc.logs.resource@sfdph.org.
For **scarce resource requests**, email [dph.doc.ops.medical.resource@sfdph.org](mailto:dph.doc.ops.medical.resource@sfdph.org) with your assigned number (MED#) and question. If you do not have your number, try to have as much information about the request as possible, such as date of submission, who is the contact person, resources requested, etc.

5) **Q: Will my resource request always be approved?**
   **A:** Requests can be denied. If your request is denied you will be notified and given an explanation.

6) **Q: I submitted a request for scarce supplies but was given less than I asked for, why?**
   **A:** Because of the global shortage of critical resources, we may be unable to fulfill some of the resources requested. The EOC and the DPH-DOC take into consideration all data you provide when you answer the survey questions in the resource request forms before allocating scarce resources. For future requests, please complete the form and survey to the best of your ability. Logistics staff will review supply levels and determine what resources are available to be fulfilled.

7) **Q: When do I pick up my supplies?**
   **A:** You will be contacted via email when your supplies are ready for pick-up. You must provide your ServiceNow request or tracking number (MED#) when you pick up your order.

8) **Q: Where do I pick up my order?**
   **A:** This depends on the resources requested.
   - **Scarce Resources** - Are to be picked up at the Laguna Honda Hospital (LLH) loading dock, 6:30 AM to 7:00 PM, Mon-Fri. See LHH map on the next page for directions. You *must* have the MED# to pick up your order.
   - **Non-Scarce Resources** - Items are usually delivered to Moscone Center South but the fulfiller will contact you to confirm.
   - **Tech-Related Resources** - Our IT unit will coordinate the delivery and installation with you directly.

9) **Q: What if I don’t pick up my order?**
   **A:** You will have 3 business days from notification to pick up your order. Orders that are not picked up within 3 business days are returned to inventory. A new 213RR must be submitted for supplies that are returned to the inventory.
Laguna Honda Loading Dock Directions
375 Laguna Honda Blvd, San Francisco, CA 94116

Legend & Directions:
★ = Laguna Honda Hospital Loading Dock
Follow the RED arrows to the loading dock.
Use either the Laguna Honda Blvd. Main Entrance or the Woodside Entrance (Idora / O'Shaughnessy)