

COVID-19 Supplies available on Amazon Business

Hospitals, as well as governments at the federal and state level, at the frontlines of the pandemic, have let us know about their supply shortages and asked Amazon Business for help. COVID-19 Supplies is a central location on Amazon, exclusively for hospitals and government organizations, to access inventory of critical medical supplies as they become available.

1. **How to sign up?** Go to this link: <https://business.amazon.com/en/covid-19>

2. **Who can purchase these supplies today on Amazon (through COVID-19 Supplies)?**

Healthcare customers with a free Amazon Business account **CAN** purchase on COVID-19 Supplies:

- **U.S. Accredited Hospitals:** Licensed hospitals providing diagnostic and medical treatment to inpatients such as general medical and surgical hospitals (short-term and long-term), children's and pediatric hospitals, psychiatric hospitals, rehab hospitals, and specialty hospitals.
- **Emergency Medical Services:** Organizations providing transportation of patients by ground or air, along with medical care. These services are often provided during a medical emergency but are not restricted to emergencies. For example ambulance companies or medical helicopter transports.
- **Non-Acute Nursing Care Facilities:** Facilities providing inpatient nursing and rehabilitative services. They provide nursing and continuous personal care services generally for an extended period of time to individuals requiring nursing care. Examples: Skilled nursing facilities, Nursing homes, Inpatient hospices and convalescent homes.
- **Non Acute Senior Living and Assisted Living Facilities:** Establishments engaged in providing residential and personal care services with and without on-site nursing care facilities for (1) the elderly and other persons who are unable to fully care for themselves and/or (2) the elderly and other persons who do not desire to live independently.
- **Home Health Care:** Organizations engaged in providing skilled nursing services in the home, along with a range of the following: personal care services; homemaker and companion services; physical therapy; medical social services; medications; medical equipment and supplies; counseling; 24-hour home care; occupation and vocational therapy; dietary and nutritional services; speech therapy; audiology; and high-tech care, such as intravenous therapy. Examples: Home health care agencies, Visiting nurse associations, Home infusion therapy services, In-home hospice care services.
- **Primary Care Practices:** Offices of Physicians including health practitioners having the degree of M.D. or D.O. This includes Family Practice, Internal Medicine, Geriatric, and Pediatric Practices. They operate their own centers and clinics, within hospitals, or within HMO medical centers.
Not yet Approved: Dentists.
- **Specialty Care Practices:** Obstetricians/Gynecologists, Surgeons, Cardiologists, Anesthesiologists. There are more than 60 specialties, including cardiology, orthopedics; ophthalmology; clinical pathology; neurology; gastroenterology; hematology and oncology;

pulmonary disease and critical care medicine; and dermatology, mental health and cosmetic surgery.

- Freestanding Ambulatory Surgical and Emergency Centers: Freestanding ambulatory surgical centers and clinics, Freestanding trauma centers, Freestanding emergency medical centers and clinics, Urgent medical care centers and clinics.
- Other Outpatient and Ambulatory Care Centers: Such as Kidney Dialysis Clinic, Diagnostic Imaging Centers, Family Planning Services and Health screening services.
- Medical Laboratories: Medical laboratories primarily engaged in providing analytic or diagnostic service to the medical profession or to the patient on referral from a health practitioner. Examples: Blood analysis laboratories, Medical pathology laboratories, Medical testing laboratories.
- Blood and Organ Banks: Organizations that are engaged in collecting, storing, and distributing blood and blood products and storing and distributing body organs.
- Mental and Behavioral Health: Facilities and medical staff that treat inpatients and outpatients related to the diagnosis and treatment of substance abuse and other mental health and developmental disorders.
- Funeral Homes / Morgues: Facilities engaged in holding and preparing the dead for burial or interment and conducting funerals.

Healthcare customers that **CAN NOT** yet purchase on COVID-19 Supplies:

- Dentists, Dental Practices and Dental Labs - Health practitioners having the degree of D.M.D., D.D.S., D.D.Sc, or Hygienist primarily engaged in the practice of general or specialized dentistry or dental surgery. Dental laboratories making dentures, artificial teeth, and orthodontic appliances
- Pharmacists, Pharmacies and Drug Stores - Licensed pharmacists and businesses engaged in retailing prescription or nonprescription drugs and medicines.
- Veterinarians and Veterinary Services - Licensed veterinary practitioners primarily engaged in the practice of veterinary medicine, dentistry, or surgery for animals.
- Healthcare manufacturers - Organizations manufacturing supplies, equipment and pharmaceuticals unless approved above as critical to the supply of COVID-19 devices and supplies.
- Health and medical insurance companies - Businesses underwriting health and medical insurance policies. Group plans and HMO establishments that do not directly provide health care services.
- Contracted or outsourced services providers - For example billing services, technology providers, food services and maintenance services. If staff are providing direct patient care, supplies should be provided by the approved healthcare organization.

- Research companies - Organizations conducting research and experimental development (including biotechnology research) in the life sciences, such as health, medicine, pharmacy, dentistry, veterinary and other allied subjects.
- Healthcare suppliers, resellers, distributors and GPOs - Businesses providing supplies and equipment, reselling of supplies and equipment, distribution of supplies and equipment and contracting for supplies and equipment.

3. How to contact customer service :

- follow this link: [Amazon Business Customer Service](#)
- Need help to reset a password? <https://www.amazon.com/passwordreset>

Infection Prevention

We now have a number of diverse places to point customers for the supplies they need to be responsive to a changing environment:

- Infection Prevention – customers can find some PPE here if they are not yet able to purchase on the COVID-19 Medical Supply hub. (For example masks, gloves)
 - Follow this link: [Infection Prevention](#)