

Order Patient Safety Materials



Frequently Asked Questions:

1. Who is eligible to order materials?

- Any Government Civilian, Military, or Contractor staff that is employed at a Military Treatment Facility (MTF) and has a “.mil” email address
- Individuals must register with a “.mil” email address

2. What types of products are available?

- Badge Cards (NPSGs, I PASS THE BATON, SBAR, TeamSTEPPS)
- Posters (Ask ME, I PASS THE BATON, PfP, SBAR, TeamSTEPPS)
- Buttons (Ask ME)
- Pamphlets & Brochures (Ask Me 3, My Medicines, PSR, TEAM UP)
- Patient Safety Mouse Pads

3. How do I get an account to order materials?

1. Go to: <http://www.health.mil/dodpatientsafety>
2. Click “Products and Services” on the left column of the page
3. Click “Order Patient Safety Materials Page” in the middle of the page
4. Click “Order your Patient Safety Program Products Now!” at the top middle of the page to access the external registration page
5. A pop-up will come up; Press “Ok”
6. Enter your email
7. Click “Submit”
8. Enter your information. Please make sure to include your MTF name in your address
9. Click “Submit”
10. You will receive an email notifying you of the creation of your account

4. How do I place an order?

1. Go to: <http://www.health.mil/dodpatientsafety.aspx>
2. Click “Products and Services” on the left column of the page
3. Click “Order Patient Safety Materials Page” in the middle of the page
4. Click “Order your Patient Safety Program Products Now!” at the top middle of the page to access the external registration page
5. Enter your email to login
6. Locate your item(s) and enter the amount of the particular material you wish to order.
7. Click “Add to Order”
8. Click “Continue Order”
9. Review your information and confirm it is correct; Click “Continue”

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10. Review your order; Click “Process Order”

5. What if my contact information changes?

- If any of your contact information (address/duty station, email, or phone number) changes please email patientsafety@dha.mil with the changes and we can update it in the ordering system
- Because accounts are organized by email address, if your email changes, a new account will need to be created. Email patientsafety@dha.mil for assistance with this process

6. How are patient safety products distributed?

- Patient safety materials are packaged in sets of various quantities. For example, all badge cards are organized in packs of 200; therefore when you request badge cards it must be in increments of 200 (200, 400, 600, etc.)
- Please be aware that each product has a maximum order quantity assigned to it, which you cannot exceed in an individual order

7. What if I need more materials than the maximum quantity allowed?

- Please continue to make your order and choose the max quantity allowed
- Then email patientsafety@dha.mil and explain why the extra materials are needed
- Based on inventory levels, we can then consider an exception for your additional requested materials

For any additional questions or concerns please contact:

DoD Patient Safety Program: patientsafety@dha.mil

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