

## NM Apparel Program FAQ

In 2018, new NM clinical apparel standards were launched to respond to the needs of our growing healthcare system. Employees from throughout the health system helped make decisions about colors, fabric and styles, which led to a program that is unique to Northwestern Medicine. This guide has been developed to answer your questions about the NM Apparel Program.

### General Information

#### **Who is eligible to receive apparel?**

Employees in patient-facing roles across the system are eligible to receive NM apparel. The guiding principle of the program is to help patients identify their caregivers by their apparel. Sterile cost centers, administrative roles that are not patient facing (back of house) and contracted staff are not eligible.

#### **How does NM determine my apparel allowance?**

An employee's apparel allowance from NM is based on their status as full-time, part-time, or casual/flex. Nonclinical apparel is slightly more expensive per garment, so a that difference is accounted for in their allowance. You may use your allowance to order any combination of pieces. Allowance values are reviewed periodically and may change over time.

#### **I am a new employee to my role. What is my apparel allowance?**

New employees will receive the following once they are hired and have a personnel file in PeopleSoft:

	Full-Time	Part-Time	Casual/Flex
Clinical (scrubs)	\$200	\$150	\$100
Clinical (lab coats)	\$70	\$70	\$70
Nonclinical	\$250	\$200	\$125

#### **I am a current employee wearing NM apparel. How frequently will I receive an allowance?**

An annual allowance is provided to eligible staff in the fall of each year. Allowance values are based on an employee's job status in PeopleSoft (full-time, part-time, casual/flex). Employees hired after March 1 are not eligible for the replenishment. Specific timelines are communicated on NM Interactive.

	Full-Time	Part-Time	Casual/Flex
Clinical (scrubs)	\$100	\$75	\$50
Clinical (lab coats)	\$35	\$35	\$35
Nonclinical	\$125	\$100	\$75

**What happens to my allowance if I don't use all of it?**

Apparel allowances must be used within 60 days, or you will lose whatever balance is left in your account. The program follows a “use it or lose it” policy. Any balance remaining in your account will expire after 60 days and cannot be reinstated.

**Is there anywhere to try on apparel before purchasing?**

No. However, the webstore has detailed fit guides and videos to help you select the appropriate size. NM provides new hires the opportunity to exchange their first order for free within 30 days of purchase, if unsatisfied with the fit. Employees are responsible for shipping costs after their first free exchange.

**Can I let a colleague order apparel under my account and/or can I let them use an allowance balance I do not need?**

No. You may not order apparel for colleagues who do not have access to items in your profile or allowances assigned to them, regardless of whether a personal credit card is used. Any misuse of account access of this nature conflicts with NM's core value of integrity, and you may be subject to corrective action.

**How do new hires or employees who have transferred into a new role order their apparel?**

New hires and transferred employees will receive an email with instructions when they become eligible to order their apparel. A new hire will receive communication to their personal email address and a transfer will receive communication to their NM email address.

**I have two jobs that require apparel, what should I do?**

If both of your positions require the same color and type of apparel, you will receive the full-time allowance for that job family (for example, a part-time nurse at Lake Forest and CDH will receive \$200). If you have two positions in two different color/type categories (such as a part-time phlebotomist and casual laboratory technician) you will receive allowances in each color/type based on your status.

**Where will my order be shipped?**

Your order will be shipped to the address you provide at checkout. Please provide a home address that is safe and reliable. You may not change the shipping address after your order is placed. We cannot ship to PO Boxes or to NM facilities. Be sure to check your address after you add it to your order, as addresses are not audited and will print on the shipping label exactly as they are entered on your order.

**I am a recent new hire and my apparel will not be delivered in time for my first day of work.**

Orders placed through the webstore typically arrive in seven to 10- business days. Additional fulfillment time may be needed during the fall replenishment period. If you need attire to begin work before your apparel is delivered, you are allowed to wear personal items in the interim that aligns with the [NM Dress Code-Policy NMHC HR 04.0033](#). Please speak to your manager regarding your department's specific uniform requirements.

**My PeopleSoft record indicates I am at casual/PRN/flex status, but I work 36 or more hours per week. Will I receive a full-time allowance?**

NM allowances are generated based on a direct data feed from your personnel file in PeopleSoft. If you are casual/PRN/flex but work full or part-time hours, please have your manager contact their Human Resources

Business Partner to determine if your employee status needs to be updated.

**Can I wear apparel that is not ordered from the NM apparel webstore?**

No, employees must wear the provided uniforms from the online store. Some nonclinical positions allow personal pants or skirts (see “nonclinical apparel” section below). Achieving the guiding principle of the program, which is helping patients identify their caregivers by their apparel, depends on staff following the guidelines of the program.

**What if I don’t fit in the sizes available on the website?**

Contact Mission Linen at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) or call their customer support team at 833. 525.3784 for assistance. Some styles may need to be custom made and may require additional production and fulfillment time.

**I have already used my allowance from NM, can I purchase more apparel?**

Yes, employees are able to order additional pieces at any time using a personal credit card.

**How should I care for my new apparel?**

For best results, follow the care instructions listed on the tag inside your garment. Generally, it is recommended that you wash your uniforms in cold water with non-bleach detergent. The cold water will help the colors stay vibrant longer. Apparel should be clean and neat in accordance with the [NM Dress Code-Policy NMHC HR 04.0033](#).

**Who can I contact if I need a medical/religious/cultural accommodation to the apparel program?**

Email Mission Linen Supply at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) if you need apparel beyond what is offered on the webstore.

**What should I do if I have quality issues with my apparel?**

If you have quality concerns, email Mission Linen Supply at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) or call their customer support team at 833.525.3784. Mission Linen Supply will request that you send a photo of the damaged apparel for further inspection.

**What should I do if my apparel was recently lost/stolen?**

NM is not responsible for replacing lost or stolen apparel. If your order has not been delivered, email Mission Linen Supply directly at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) or call their customer support team at 833.525.3784.

**How soon will I hear back after I leave a voice mail or send an email to Mission Linen Supply?**

Mission Linen will respond to your inquiry within one to two business days.

**Webstore Information**

**Where do I purchase my apparel?**

Because the NM Apparel Program is designed uniquely for our organization with various styles and fits, traditional retail stores are not authorized to sell our pieces or use our logo. All options, including layering choices, are found and purchased through our custom [apparel webstore](#).

### **Can I change my password or email address?**

To change your password, contact Mission Linen Supply at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) or at 833.525.3784. You cannot change your email address in the webstore.

### **What information is required to access the webstore?**

New hires and current employees will receive a welcome email from our vendor, Mission Linen Supply, within 24 to 48 hours after they are added through PeopleSoft. This email will prompt you to activate your apparel profile and setup your password.

Username: **nm123456** (*your employee ID*)

Password: Create your password by following the instructions in the email from Mission Linen Supply.

If you are having trouble logging in, please call customer support at **833.525.3784**.

### **Returns/Exchanges**

#### **Can I return my apparel?**

While returns are not accepted, employees are able to exchange *most* garments if the garment has not been worn, stained, washed or damaged and is in the original garment bag with identification information intact. Certain products, such as the discontinued Modern Scrub Collection, the Tek Jacket, the Twinset Cardigan & Shell and lab coats, are final sale. Please be sure to read product descriptions carefully.

#### **Who pays for return shipping costs?**

As a courtesy, NM provides new hires the opportunity to exchange their first order for free within 30 days of purchase, if unsatisfied with the fit. All employees are responsible for return shipping costs after their first free exchange.

#### **How do I exchange my apparel if I purchased the wrong size?**

We accept apparel exchanges as long as the garment has not been worn, stained, washed or damaged, is in the original garment bag with original tags still intact and is returned within 30 days of the date of delivery.

Exchanges may be made up to 30 days after the date of delivery for the following reasons:

- Need different size or style
- Garment is damaged (please identify damaged area)
- Incorrect item shipped

If you meet the qualifications above, email Mission Linen Supply at [nmapparel@missionlinen.com](mailto:nmapparel@missionlinen.com) or call their customer support team at 833.525.3784.




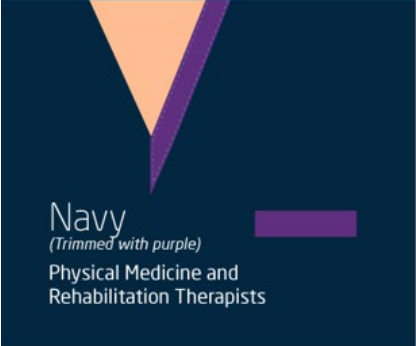
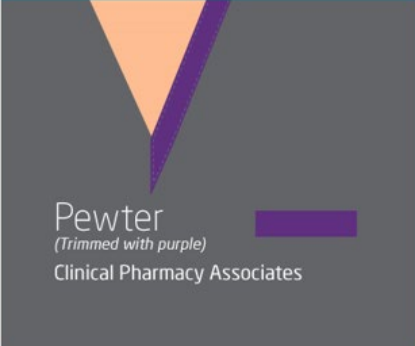
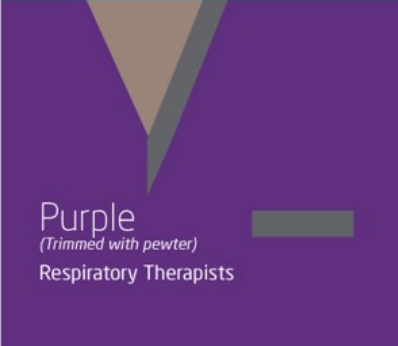
#### **Can I return or exchange my lab coat?**

No, all orders are final sale due to the custom embroidery on lab coats. Employees are responsible for thoroughly reviewing their order to correct possible misspellings or data errors.

## Clinical Apparel

### What is the scrub color assigned for my clinical role?

Clinical positions that require scrub apparel receive the following colors based on the chart below:

 <p><b>French Blue</b> (Trimmed with purple) Nurses</p>	 <p><b>Caribbean</b> (Trimmed with purple) Technicians and Technologists (Lab, Imaging, G.I., Anesthesia, Procedural, etc.)</p>	 <p><b>Teal</b> (Trimmed with purple) Medical Assistants, Patient Care Technicians, Phlebotomists</p>
 <p><b>Navy</b> (Trimmed with purple) Physical Medicine and Rehabilitation Therapists</p>	 <p><b>Pewter</b> (Trimmed with purple) Clinical Pharmacy Associates</p>	 <p><b>Purple</b> (Trimmed with pewter) Respiratory Therapists</p>

### Are there requirements for layering shirts under clinical apparel?

Yes. The grey shirts available on the webstore are the only layering pieces allowed under clinical apparel. If layering shirts are worn under a clinical apparel jacket without a scrub top, the jacket must always be on and partially zipped/snapped to maintain the guiding principle of the Apparel Program.

### Do you have warmer jackets available?

Your layering options include a grey short or long sleeve shirt as well as a zip or snap front warm-up jacket. A black zip-up jacket is also available. This is the only non-scrub jacket permitted and has been approved by Infection Prevention for use by clinical staff except for sterile and procedural areas. Since the black zip-up jacket is a layering piece, employees must wear their colored scrub top underneath. Wearing only the grey layering shirt and the black zip-up jacket is not allowed.

### Can I exchange or return the black zip-up jacket (Tek Jacket 3440/Tek Jacket 6440)?

No, all orders are final for the black zip-up jacket.

### I am a Physical Therapist, Occupational Therapist or Speech-Language Pathologist working in an outpatient setting. What apparel do I wear?

Therapy roles in post-acute, outpatient settings receive navy athletic apparel.

## Lab Coats

### Who is eligible for a lab coat?

Job codes that meet the following criteria will receive the corresponding lab coat assignment. If the answer is “no” to any of the questions below, no lab coat will be assigned or permitted.

Criteria	Yes	Lab Coat Eligibility
Is the role an Advanced Practice Provider?	✓	White Lab Coat
Is the role designated as a manager within PeopleSoft <i>and</i> does the job description require clinical licensure as part of the management function?	✓	White Lab Coat
Is the role not assigned scrub apparel but provides direct patient care (e.g. Dietitian)?	✓	Steel Lavender Lab Coat
Is the role not assigned scrub apparel but provides clinical support with direct patient interaction (e.g. Social Worker)?	✓	Steel Lavender Lab Coat
Is the role not assigned scrub apparel but provides non-clinical support with direct patient interaction (e.g. Infection Preventionist)?	✓	Steel Lavender Lab Coat
Is the role already assigned scrub apparel and does it have additional supervisory duties (e.g. Nurse Coordinator)?	✓	Steel Lavender Lab Coat
Is the role in a sterile cost center (e.g. Labor and Delivery Technician)?	✓	No Lab Coat (Disposable Cover Up)

### How do I care for my new lab coat?

Machine wash with warm water and like colors. Use non-chlorine bleach when needed. After washing, tumble dry on medium heat. Iron on low heat.

### What are the embroidery guidelines for lab coats?

There is a 17-character limit for your name. Lab coats must include an employee’s first and last name in any of the following formats:

- Full first name with full last name (ex: Jane Doe)
- Staff: full first name with last initial (ex: Jane D.)
- Manager/APP: first name initial with full last name (ex: J. Doe)
- The use of a middle name or middle initial is optional (ex: Jane K. Doe)

The use of a period to abbreviate a name is preferred, but not required due to character limitations.

Text entered in the embroidery name field should not include prefixes or credentials and must have proper capitalization.

**Why isn't my education credential an option in the dropdown menu?**

Leadership approved the list of primary education credentials appropriate for lab coats that accompany specific clinical roles. The degrees included in the dropdown menu are the only approved credentials for lab coats. Only **one** primary degree that matches your education and clinical role is permitted. If your degree is not listed, please choose "Select Credential-Optional" in the dropdown menu, which will omit a credential from the embroidery. Education credentials are not a required component of the lab coat and can remain blank. The list of approved credentials is located on the last page of this FAQ.

**I transferred into a new role and my lab coat color assignment and title are no longer accurate. Will I receive a new lab coat allowance?**

Yes, if your lab coat color assignment or title has changed due to an organizational adjustment or job transfer, a new allowance will be available in the webstore once the update is processed in PeopleSoft.

**I recently had a name change; will I receive a new lab coat allowance?**

No, changes related to personal preference will not receive an additional allowance. Employees can purchase a new lab coat using a credit card to reflect their name change.

**Can I order lab coats through other vendors?**

No. The NM Apparel webstore is the only approved vendor of lab coats for staff. Departments should not order lab coats through any other source, including previous vendors.

**I am a physician; how do I order my lab coat?**

Physicians do not receive their lab coats through the NM Apparel Webstore. Please contact the MyNM Service Center at 312.926.4357 and a representative will be able to assist.

**Nonclinical Apparel****What positions are considered nonclinical, patient facing and eligible for the apparel program?**

Nonclinical positions that are primarily "front of house" are eligible. This includes employees who are patient service representatives, registration/front desk, unit secretaries, HUC's, patient access, supply chain and support services.

**Will administrative roles like practice manager or practice operations supervisor be eligible for the new apparel?**

No. Nonclinical supervisory, non-patient facing roles across the system are not eligible for the apparel. Individuals in these supervisory roles should wear business professional attire and their employee Identification badge in keeping with NM's dress code policy.

**What is the nonclinical apparel?**

Given the diverse job duties within the nonclinical environment, garments have been pre-loaded into your profile according to your job code.

- *The Patient Service collection* includes branded button-down shirts, blouses and sweaters. Eligible employees must wear the tops provided in the program. Staff must wear black pants or skirts that meet the NM dress code policy, HR 04.0033. Jeans, leggings and shorts are not permitted.



- *The Supply Chain collection* includes grey NM polo shirts, navy flat-front utility and cargo pants. You may only wear polo shirts and pants provided through the NM Apparel webstore.
- *The Environmental Services Collection* includes grey branded tops, polos, layering garments and black scrub pants.
- *The NMH Conference Center collection* includes grey branded polo shirts and navy flat-front and cargo pants.
- *The Patient Transportation collection* includes black branded tops, polos, layering garments and black scrub pants.
- *The Kitchen Support collection* includes royal blue branded button-down shirts, polos, a layering jacket and black utility pants.
- *The Cook's collection* includes branded chef coats, tops, chef pants and caps.

#### Are there requirements for shirts underneath NM nonclinical layering garments?

Only the tops offered through the webstore are allowed to be worn under the layering garments. Undershirts (such as tank tops) may not be worn alone with layering garments.

#### What headwear is available for kitchen staff?

Each site will manage the appropriate headwear guidelines for their kitchen staff (e.g. hairnets, skull caps, headwear included in apparel program). If it is determined that staff can wear baseball hats as hair covering in required areas, local leadership will get those hats from the NM marketplace (charged to their local cost center) and distribute as appropriate. Baseball hats should not be worn in public settings such as cashier stations or when delivering trays to patient rooms.

## Appendix

### Approved Education Credential List

Only one primary credential may be embroidered on lab coats following the individual's name, if applicable. It should best reflect the individual's highest education and current clinical function.

Embroidery	Description
ACM	Accredited Case Manager
APRN	Advanced Practice Registered Nurse
ARDMS	American Registry for Diagnostic Medical Sonography
ARRT	American Registry of Radiologic Technologists
ASCP	American Society for Clinical Pathology
AuD	Doctor of Audiology
BCC	Board Certified Chaplain
SLP	Certification of Clinical Competence in Speech-Language Pathology
CCM	Certified Case Manager
CHFN	Certified Heart Failure Nurse
CMA	Certified Medical Assistant



CNM	Certified Nurse Midwife
CNP	Certified Nurse Practitioner
CNS	Clinical Nurse Specialist
CNSC	Certified Nutrition Support Clinician
CO	Certified Orthoptist
COTA	Certified Occupational Therapy Assistant
CRNA	Certified Registered Nurse Anesthetists
CRT	Certified Respiratory Therapist
DC	Doctor of Chiropractic
DDS	Doctor of Dental Surgery
DMD	Doctor of Dental Medicine
DNP	Doctor of Nursing Practice
DO	Doctor of Osteopathic Medicine
DPT	Doctor of Physical Therapy
DSW	Doctor of Social Work
EMT-B	Emergency Medical Technician Basic
EMT-P	Emergency Medical Technician Paramedic
LCPC	Licensed Clinical Professional Counselors
LCSW	Licensed Clinical Social Worker
LDN	Licensed Dietitian Nutritionist
LPC	Licensed Professional Counselor
LSW	Licensed Social Worker
MD	Doctor of Medicine
MLS	Medical Laboratory Scientist American Society of Clinical Pathology Board Certified
MPH	Master of Public Health
MPT	Masters of Physical Therapy
MS	Master of Science
MSN	Master of Science in Nursing
MSW	Masters of Social Work
MT	Medical Technologist American Society of Clinical Pathology Board Certified
NNP	Neonatal Nurse Practitioner
OD	Doctor of Optometry
OT/L	Licensed Occupational Therapist
OTR/L	Licensed & Registered Occupational Therapist
PA-C	Certified Physician Assistant
PharmD	Doctor of Pharmacy
PhD	Doctor of Philosophy (Psychologists)
PsyD	Doctor of Psychology
PT	Physical Therapist
PTA	Physical Therapist Assistant
RD	Registered Dietitian
RN	Registered Nurse
RPh	Registered Pharmacist
RRT	Registered Respiratory Therapist