

## Scrubs/Uniform Program

# FREQUENTLY ASKED QUESTIONS



UNIVERSITY  
of COLORADO HEALTH

## 1. Why is there a dress code?

Uniforms are quickly becoming a best practice in leading healthcare organizations nationwide. Patient safety and patient satisfaction are driving changes in this area. According to our patients, it is becoming increasingly difficult for them and their families to easily identify hospital staff. This confusion can needlessly add to patient distress during a hospital stay.

At University of Colorado Health, we have a Scrubs/Uniform Program that is focused on making it easier to identify our caregivers.

With input from our staff across all of our facilities, we have taken special care to select University of Colorado Health uniforms that will help identify our team of caregivers and staff simply by looking at what we wear. We believe this further supports our tremendous work over the past several years in improving care and service to our patients.

## 2. Who is affected by the Scrubs/Uniform Program?

The program affects all employees who wear scrubs/uniforms. The policy defines scrub/uniform color by job title and is simplified by using five overall scrub colors.

Office and administrative staff will continue to wear professional business attire, unless otherwise noted.

## 3. Will the facility help pay for my uniform? If so, how is the amount determined?

Yes, employees will receive a stipend from University of Colorado Health to offset some of the cost of purchasing scrubs/uniforms.

The stipend amounts are calculated based on whether employees are full time, part time or flex time.

### The stipends are as follows:

- Full-time employees: \$71.46
- Part-time employees: \$50.29
- Flex-time employees: \$29.12

### Formulas for FTEs are as follows:

- Flex, Per Diem = 0.0 FTE
- Part Time = .1-.79 FTE
- Full Time = >.8 FTE

The stipend allocated for scrubs/uniforms can only be used with our exclusive vendor, Medline Industries, and all uniforms purchased outside of the stipend must come from Medline Industries as well. As our primary contracted vendor, Medline is the only company authorized to use our University of Colorado Health logo and embroidered job titles/departments required on the scrub tops. This protects the integrity of the program for our patients and ensures consistency of color, quality and style of our new scrubs/uniforms.

There will not be any cash refund from the stipend.

If the employee's FTE increases from Flex to Part time or Full time, or from Part time to Full time, the difference in the stipend amount will be allotted to the employee. If the employee decreases in FTE, no additional stipend will be issued, as long as there is not a change to the employee's discipline and embroidery option.

New employees are not required to purchase or wear like-color scrubs for the weeks prior to receiving their scrubs from Medline.

## 4. Can I use the stipend to order the number of tops and/or bottoms I want? What if my order exceeds the stipend amount?

Employees may use the stipend in any way they choose to place their order and may select any approved scrubs/uniforms tops and bottoms they prefer from our customized Medline ordering site.

The stipend is intended to be used as a "credit" to your Medline account and you can use it to offset shipping, embroidering and the actual garments. It will be applied at the end of your order just like a "coupon." Orders that exceed the stipend will require credit card payment by the employee.

Please note that prices will vary based on sizes, styles and brands.

Prices also do not include shipping costs.

## 5. Do I need to use my stipend all at once?

No. Employees do not need to use their stipend all at once. We do encourage employees to use their full stipend at one time to avoid multiple shipping and handling charges.

## 6. Will we receive stipends for new scrubs/uniforms every year?

Any additional stipends will be communicated to you by our leadership team.

## 7. How do I order my scrubs/uniform?

Employees will order their scrubs/uniforms online and can choose from approved styles. Online ordering is available 24/7.

**North:** Poudre Valley Hospital employees should work with their directors to purchase lab coats through existing vendors.

**Central:** University of Colorado Hospital employees who wear lab coats or polo shirts can order them via the Medline website.

## 8. How do I access the University of Colorado Health uniform websites?

**Vendor:** Medline Industries

**Website:** [www.suitestyles.com](http://www.suitestyles.com)

**User Name:** Facility + Employee ID

**Facility:** Poudre Valley – PVHS  
University of Colorado Hospital – UCHA

**Password:** scrubs1

## Scrubs/Uniform Colors

Scrubs/uniform colors are based on job titles. For a detailed listing of Lawson/official titles, please see the Scrubs/Uniform Program page on your facility's employee Intranet. Black scrub bottoms are allowed.

**Wine**  
Clinical Support Staff

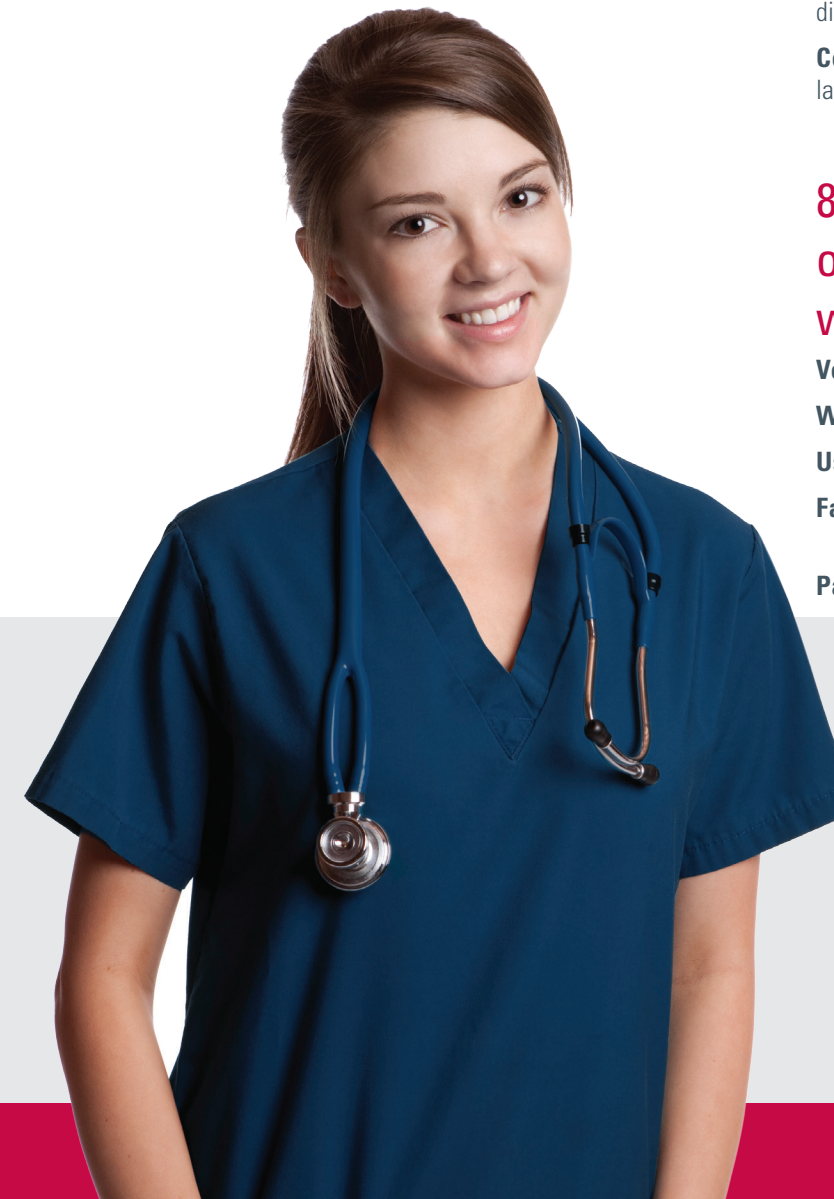
**Caribbean Blue**  
Rehabilitation Professionals

**Gray**  
Clinical Professionals

**Navy Blue**  
Nurses

**Royal Blue**  
Care Team Assistants

**Jade Green**  
Procedural areas such as the OR



New employees should receive an email at their personal email address from Scrubs123@medline.com with the information above and as confirmation that their account has been activated at Medline.

Transferring employees that have color and/or embroidery options changes to their scrub account should receive an email at their work email address from Scrubs123@medline.com with the information above and as confirmation that their account has been updated at Medline.

If you need to request Medline to resend your email, you can call 1-877-278-2712 or email them at Scrubs123@medline.com.

## 9. What brand options are available? Why doesn't each UCHHealth location partner with a local vendor?

Medline offers Avenue, ComfortEase, Cherokee and Landau scrub brands for employees of UCHHealth.

Please note that some brands may have a longer processing time than others. Please contact Medline customer service for information on how long an order will take to receive. The site states that non-medline items may take 4-6 weeks.

Please note that Medline will not ship partial orders. All items will ship at the same time. Therefore, employees should order items that are in stock at the time they order.

Each UCHHealth location does not partner with a local vendor because it is very difficult to manage the logo and the scrub colors/styles if we move away from using one vendor for the entire UCHHealth system.

## 10. Can I purchase additional scrubs/uniforms?

Yes. Employees can use personal credit cards to order additional scrubs/uniforms online from Medline.

## 11. What if the uniform I ordered doesn't fit me? Can I return or exchange them?

Because the scrubs/uniform will be embroidered with the system logo and job title/department, returns will not be allowed. In the event that the vendor makes a mistake in the order (size does not match the original order form, logo or title does not match original order form, title placement in

inaccurate), the vendor will correct the mistake. Return information will be sent to the employees' address. Once the garment is returned, the employee's account will be credited and the employee can replace the order. Medline will help the employee with details about the return and shipping the new garment.

Returns will be accepted within 30 days of purchase on items that have not been embroidered, washed, worn or damaged. For additional questions about returns, please contact the Medline customer service line at 877-278-2712. (Monday – Friday, 8am – 5pm CST)

Returns will not be assessed a restocking fee. If Medline is responsible for the error, it will pay for return shipping. Medline will help the employee with details about the return and shipping of the new garment.

## 12. What if they don't have my size?

There are a variety of styles and sizes to accommodate different body shapes and fit preferences. In general, styles are offered in sizes ranging from XS to 5XL. Petite or tall sizes can be ordered if the option has a letter P or T next to the size. Should you find your size is not available, please contact your manager or Human Resources and we will help you find a solution.

## 13. How can I try on scrubs/uniforms?

Employees are encouraged to try on scrubs if they are unsure which size to order.

**To try on scrubs/uniforms, employees may contact:**

**PVH and CHMG:**

Employee Health  
1240 Doctors Lane Suite 100  
Fort Collins, CO  
M-F 7:00am-4:30pm – No appointment needed.

**MCR:**

Marie Buquo  
MCR 1st Floor, Rm 1360 (Just past gift shop)  
M-F 7:00am-3:30pm – No appointment needed.

**UCH:**

Volunteer Services  
Anschutz Inpatient Pavilion, Room 1010 (located on the first floor to the right of the D elevators)  
720 848-4068  
Please call for an appointment.

Sample scrubs/uniforms are available at UCH, MCR and PVH. Unfortunately, supplies are limited and not all sizes in all the styles/brands are available for fitting purposes. However, when ordering scrubs/uniforms there is a sizing chart on the website.

## 14. What if I have scrubs/uniforms that are the same color as identified in the policy? Can I continue to wear them if I get them embroidered?

No. To protect the integrity of the scrubs/uniform program and our investment in patient care, scrubs/uniforms need to be ordered from Medline, which ensures that our approved logo and title will be embroidered on them.

## 15. Can I choose what I want embroidered on my scrubs/uniform?

No. In order to provide a consistent look, we will have our scrubs/uniforms embroidered with the system logo. In order to assist patients in identifying our staff, the scrubs/uniforms also will be embroidered with either the employee's job title, a simplified title or department name. This title/role embroidery is a key piece of information that helps our patients better identify their caregivers.

A list of embroidery options by title can be found in the following places:

**North:** VIC home page, under Moving Forward

**Central:** HUB: Click on Clinicians, then Scrubs Policy

## 16. What if I want to wear a lab coat?

Lab coats are reserved for physicians, residents, students, managers, directors and a select group of clinical professionals, like case managers, social workers, registered dietitians educators, etc. Lab coats are not suitable for everyone. This standard is appropriate given the function of the employees in these jobs. To make it easier for patients and their families to identify our staff, it is important that all staff adhere to the policy.

## 17. Can I wear my own jacket on the unit/floor if I am cold?

No. In order to provide a consistent look, scrubs/uniforms are embroidered with the system logo to assist patients in identifying staff. The scrubs/uniforms are embroidered with either the employee's job title, a simplified title or department name. This title/role embroidery is a key piece of information that helps patients better identify their caregivers.

## 18. When it is the holiday season, will I be able to wear holiday clothes?

No. All the decisions in the Scrubs/Uniform Program were driven by our patients first philosophy and the goal of improving the ease with which our patients and their families are able to identify our team of caregivers. We believe that maintaining the scrubs/uniform standards every day of the year will improve the environment for our patients and their families and increase their satisfaction. We will therefore not allow holiday apparel.



## 19. In the Scrubs/Uniform Program it states that “body art should be covered.” What if I have body art or piercings that I cannot cover or remove?

The Dress Code and Uniform Policy states that body art should be covered. If it is not feasible to cover your tattoos on a daily basis, you should speak directly with your Manager, Director or Human Resources staff. Additionally, piercings are allowed in the nose and ears only. Other piercings should be covered or removed while on duty. If you have a piercing that you cannot remove or cover, you should speak directly with your Manager, Director or Human Resources staff. Any questions regarding the importance of body piercing to one’s religious beliefs should be addressed to the manager/director or the Human Resources Department.

## 20. I work in an administrative office and often come in on my day off to catch up on my tasks. Can I wear jeans when I am working on weekends?

No. All employees are asked to follow the Scrubs/Uniform Program at all times, when working in the facility. Office and administrative staff are expected to dress professionally each shift that they work, regardless of the day of the week. Our new policy does not allow jeans or denim so you would not be allowed to wear jeans on weekends.



## 21. When walking into the facility, do I need to be wearing my uniform?

No. However, please be in uniform at all times when you are on the clock. When employees are on the clock and representing University of Colorado Health, they are expected to be in appropriate dress.

## 22. What is the policy for employees who are pregnant and need maternity sizes?

There are options for maternity styles, but these must be purchased by the employee. Employees are expected to be in compliance at all times.

## 23. I am allergic to the fabric used in the scrubs/uniforms. Is there any option for me?

Currently, we do not have a 100% cotton option for navy blue, wine, gray or caribbean blue scrubs/uniforms. Reasonable requests due to medical conditions will be handled by our Human Resource Department on a case by case basis.

## 24. I need to wear a skirt as part of my uniform. Is there an option for me?

Yes, there is a scrub skirt and dress option.

## Step by Step Ordering Guide

**Step 1:** Go to [www.suitestyles.com](http://www.suitestyles.com) and enter your facility’s username (employee number+UCHA = 1234UCHA) and password (scrubs1) in all lower case.

**Step 2:** You will be prompted to reset your password after your first login. Set it to something easy for you to remember. If at any time you need to reset your password, call our customer service team 1-87-scrubs12 (1-877-278-2712)

**Step 3:** Select style, size, and quantity. Then add to cart.

**Embroidery note:** If your facility has mandatory embroidery, a pop up box will appear when adding an item to your cart. You will need to click add to cart in first prompt and click the agree to terms box, after reading the terms & conditions, in order to proceed.

**Step 4:** Check out

When done shopping proceed to check out. You will be prompted to use your allowance, mark yes. Any additional spending will require a debit or credit card. Enter credit card and shipping information to complete your transaction.

**Wash and Care:** When you receive your scrubs, please make sure to wash them before wearing them per the instructions on the tag.

**Returns:** Returns will be accepted within 30 days of purchase on items that have not been embroidered, washed, worn or damaged. If you need to return anything on your order, please use the paperwork included in your original order. If you have misplaced the paperwork, call or email customer service for support on your return.

**Customer Service:** For questions about your order, please call 1-877-278-2712 or email [scrubs123@medline.com](mailto:scrubs123@medline.com)

The screenshot shows the Medline website interface. At the top right, there is a login section titled "LOGIN TO MY HOSPITAL ACCOUNT" with fields for "Username" (containing "1234UCHA") and "Password" (containing "scrubs1"). Below the login fields is a navigation menu with categories like "Ambulatory", "Clinical Professionals", "Clinical Support-UCHA", etc. The main content area displays a product page for a "Medline ComfortEase | Scrub Tops | Women's Tunic". The product image shows a blue scrub top. To the right of the image are options for "Price: \$8.59", "SKU# 8851JNTL", "Size", "Color", and "Quantity". A red circle highlights the "Add To Cart" button. Below the product image are tabs for "Details", "Size Chart", "Reviews", and "Custom Embroidery". The "Custom Embroidery" tab is active, showing options for "Upper Left Chest" and "Upper Right Chest" with various settings like "Type", "Font", "Font Size", "Thread Color", and "Line 2". At the bottom of the page, there is a "Shopping Cart" section with a table listing items, their prices, quantities, and totals. The table includes a main item and a "Custom Embroidery" item. Below the table are sections for "Need Customer Support?" and "Update Shopping Cart" with a "Submit" button. A red arrow points to the "Proceed to Secure Checkout" button at the bottom right.

## Important Contact Information

Information will be posted on facility Intranet sites. It will also be available in new employee orientation materials.

**Haven't received order:** Call Medline Industries

**Haven't received welcome e-mail:** Contact [uch-hris@uchealth.org](mailto:uch-hris@uchealth.org)

**What do I wear until my order comes in?** Contact your manager.



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of COLORADO HEALTH