

HealthTrust Transition Frequently Asked Questions (FAQs)

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Foodbuy Overview

Who is Foodbuy?

Foodbuy is North America's largest food procurement organization and our headquarters are in Charlotte, NC.

Is Foodbuy a stand-alone organization or part of a larger group?

Foodbuy is a subsidiary of Compass Group, which also happens to be our largest customer.

Why does the Compass Group relationship with Foodbuy matter to me?

The approximately \$6B in Compass-managed volume (out of the \$21+ billion in total member spend) gives the Foodbuy sourcing team tremendous leverage to continually improve our programs. As a result, HealthTrust members will benefit from these improvements through better pricing and increased rebates.

What industries/channels does Foodbuy operate in?

We operate in 3 main channels of business: foodservice and restaurants, hospitality and leisure, and healthcare and education.

What are some of the benefits of HealthTrust's FAN members transitioning to Foodbuy's programs?

One of the benefits we are most excited to bring to HealthTrust members is the addition of US Foods as a general line distributor. Foodbuy recognizes that this is very important for some of you, but to ensure a smooth transition for food procurement on August 1st, we ask that you maintain your current primary distributor during the transition process. After August 1st, we are more than happy to discuss distributor conversions to US Foods, Sysco or Gordon Food Services.

Additionally, we are providing our eProcurement platform, MyOrders, to all HealthTrust members free of charge. While members do not have to utilize MyOrders, the platform ensures higher compliance rates. The platform is web-based so that members can access the system anywhere they have Internet or cellular service.

Transition Process and Timeline

What are the key dates and activities that I have to do as a HealthTrust member?

If you have received this FAQ document, then you have already completed the 1st step, which was completing the member survey. If you didn't complete a survey, but you have received this FAQ document, then someone from your organization completed the survey for your facility.

Below are the key dates and activities for you to complete and be aware of. This information can also be found in the *Foodbuy Transition Checklist*, which was emailed to each facility’s food and nutrition point-of-contact and is also posted to the HealthTrust Member Portal.

If you are a unit manager or do not oversee all of the food and nutrition activities at your facility or organization, you may not have received the checklist. We still want to make you aware of the activities and timing, although they may not be directly applicable to you.



* Only applicable if facility is transitioning to MyOrders.

How do I register for the Foodbuy Transition Webinar?

Registration information can be found in the *Foodbuy Transition Checklist*, which was emailed to each facility’s food and nutrition point-of-contact and is also posted to the HealthTrust Member Portal.

If you are a unit manager or do not oversee all of the food and nutrition activities at your facility or organization, you may not have received the checklist.

If a member doesn't have access to the HealthTrust portal is there another way the information can be communicated out to the Fan Directors?

Yes, communications and notifications will be emailed to each facility’s food and nutrition point-of-contact.

How do I register for the Foodbuy Member Portal and MyOrders trainings?



These training registration dates, times and links will be emailed to each facility's food and nutrition point-of-contact and posted to the HealthTrust Member Portal by May 1st.

NOTE: if your facility orders through a distributor's website today, then you will transition to MyOrders and will need to complete these trainings. If you facility orders through Computrition, CBORD, Delegate or another platform today, then your organization will have the opportunity to evaluate MyOrders.

Why does my facility need to complete a credit application with regional vendors?

By June 1st, all credit applications and associated paperwork should be returned to regional vendors, if your facility or organization is switching vendors. Regional vendors or regional programs refers to produce, dairy, bakery, meat or seafood that is not purchased through your general line distributor, Sysco or Gordon Food Services.

We are in the process of mapping the Foodbuy regional vendors to each of your locations to understand where we are in alignment and where changes may be required. We will contact each facility's point-of-contact with this regional vendor mapping as soon as the analysis is completed.

If your current produce vendor is the same as the Foodbuy-contracted produce vendor for your region, then you won't need to do anything further to continue ordering with them after August 1st. If your current produce vendor differs from the Foodbuy-contracted vendor in your region, then you will need to answer calls or emails from the regional vendor(s) and complete a credit application to ensure access to the new produce vendors' services after go-live.

Warewashing Chemicals/Ecolab

A separate FAQ document specifically for HealthTrust members' transition to Diversey for warewashing chemicals will be shared with each facility's food and nutrition point-of-contact soon.

Post-Go-Live Support and Resources

What does support from Foodbuy look like after go-live on August 1st?

There are many Foodbuy resources supporting HealthTrust's transition to our programs and who will continue to be involved after go-live as part of their normal, day-to-day activities:

- The BuySmart Support Desk, which we will discuss in more detail later in the presentation, is members' main point of contact when they need help with troubleshooting the Foodbuy Member Portal and MyOrders as well as for product stocking requests.
- The Member Experience team maintains the Foodbuy Member Portal, which we will show you in a few minutes.



- Field Implementation Managers support the Foodbuy's regional account managers.
- The Compliance team is responsible for managing customer order guides and driving members to products that offer the greatest value.
- The Strategic Sourcing team negotiates all supplier agreements.
- Category Development manages manufacturer contracts and relationships.
- Culinary Solutions is a team of chefs that provide operational culinary support, which can include product reviews and cuttings; best practice sharing; and menu development.

These shared resources will indirectly report in to Shane Flowers, who is the Vice President of Foodbuy's Healthcare and Education channel. In this role, Shane will support the overall, strategic relationship between Foodbuy and HealthTrust.

Foodbuy has also established an account management team that will be dedicated to the HealthTrust account. There will be 2 compliance analysts dedicated to HealthTrust, along with a dedicated culinary consultant and analyst. James Monroe is the senior director of account management for HealthTrust and will be in charge of the day-to-day HealthTrust relationship.

James will be supported by 5 account managers, who will be throughout the U.S. and will be somewhat regionalized in the specific HealthTrust members that they support based on geographic location.

Will an individual representative from Foodbuy visit our facility on a bi-yearly basis?

Foodbuy is still finalizing the regional support structure and touch points will vary based on the hierarchy and needs of each IDN/member. Account Managers or Field Implementation may be deployed for site visits as needed. All members will have access to the BuySmart support desk (web-based and phone) which will have 2-3 dedicated HealthTrust team members available Monday-Friday from 7am EST- 7pm EST (see Customer Support/BuySmart below).

Customer Support/BuySmart

Tell me more about BuySmart.

The BuySmart system and team is how you will submit product and information requests, get pricing questions answered, and submit issues with late deliveries or service. This can be done via the BuySmart page of the Foodbuy Member Portal or via the HealthTrust dedicated phone number. On an annual basis, BuySmart receives approximately 100,000 cases from 18,000 operators throughout the United States and Canada.

If I have issues with deliveries or product, will I continue to utilize my broadline distributor representative for resolution?

After HealthTrust's transition to Foodbuy on 8/1, you will submit any delivery or product issues to the BuySmart customer support team. This can be done via the BuySmart page on the Foodbuy Member Portal or via the dedicated HealthTrust phone number. This will generate a case



number and the BuySmart team will handle the follow-up on your facility's behalf. Once the issue has been resolved or an update is available, the BuySmart team will communicate that back to you.

Is the BuySmart team how I will request products to be added to the order guide? Is this also how I request one-time products?

Yes, the BuySmart page on the Foodbuy Member Portal or the dedicated HealthTrust phone number is how you will submit product requests, whether they are requests for a permanent MOG add or a one-time need.

What is the best way to reach the BuySmart team?

BuySmart is available Monday through Friday 7am EST to 7pm EST. There are two ways to access BuySmart support – through the Foodbuy Member Portal or via BuySmart's dedicated HealthTrust phone number. Please note that the dedicated HealthTrust phone number will not be operational until go-live (August 1st).

Communication and Notifications

What is Foodbuy's process for recalls? Will Foodbuy alert facilities, or will the vendor reach out directly?

Yes – in addition to your general line distributor communications, Foodbuy pushes "Red Alert" emails out to all members as recalls are released. These are also catalogued on the Foodbuy Member Portal.

Procurement Platforms

DISTRIBUTOR WEBSITES/PROCUREMENT PLATFORMS

My broadline distributor representative told me that I might not be able to order through their eProcurement platform after this transition. Is this true?

HealthTrust and Foodbuy are strongly encouraging all members to transition to MyOrders, Foodbuy's eProcurement platform, which is being offered to HealthTrust members at no cost. The biggest benefit of MyOrders is the ability to drive users to the right product at the right price from the right distributor to maximize purchasing compliance. Users will also be able to quickly review product attributes via flags for contracted, preferred and/or rebated products for quick reference. The in-system inventory module allows units and facilities to understand inventory valuations and report on food costs by period.

If we order through a broadline distributor's website, how will approved/contracted Foodbuy products be identified?



HealthTrust and Foodbuy are strongly encouraging all members to transition to MyOrders, Foodbuy's eProcurement platform, which is being offered to HealthTrust members at no cost. Foodbuy cannot guarantee that HealthTrust members will achieve the same level of compliance through distributors' websites as members will be able to achieve when ordering through MyOrders.

Will I see volume allowances/rebates on the broadline distributors' websites/procurement platforms?

No, volume allowances (VA), also known as rebates, will not be visible in broadline distributors' eProcurement platforms. For VA visibility when placing orders, HealthTrust members will need to utilize MyOrders, Foodbuy's eProcurement platform. It should be noted that any HealthTrust member facility that is under a FAN management contract, VA will not be visible regardless of the procurement platform utilized.

MYORDERS

What is MyOrders?

MyOrders is Foodbuy's food procurement platform, which is accessed through the Foodbuy Member Portal. The Foodbuy Member Portal is a web-based platform, which means it can be accessed via the Internet anywhere in the world.

How many distributors can receive orders through MyOrders?

We currently have 59 distributors live in MyOrders, with another 11 (and growing) in line to go live this year.

What can MyOrders do? What are MyOrders' capabilities, and how can that drive results for my facility?

MyOrders is a robust eProcurement platform with wide-ranging capabilities that drive results for members. The biggest benefit of MyOrders is the ability to drive users to the right product at the right price from the right distributor to maximize purchasing compliance. Users will also be able to quickly review product attributes via flags for contracted, preferred and/or rebated products for quick reference. The in-system inventory module allows units and facilities to understand inventory valuations and report on food costs by period.

What training and support is available for MyOrders?

Training and support for MyOrders users is available before and after go-live, and will be composed of multiple sessions covering different topics. Please refer to the Training section of this document for further details. Training videos and quick reference guides will also be available. The BuySmart team is also available to help with MyOrders questions.

Can I pull over my shopping lists and products from the Entegra platforms to MyOrders?

Yes, you can export your shopping lists from your current procurement platform (preferably as a Microsoft Excel file) and use the upload feature to import that file to MyOrders.



Can shopping lists be shared with multiple users at a given facility or IDN?

Lists are visible to anyone who has access to that specific facility.

Are smallwares and minor equipment included in MyOrders? What vendors are included in MyOrders besides broadline distributors?

Yes, there are some smallware vendors, such as Network Services, available through MyOrders. Other vendors available in MyOrders include produce, specialty, and opportunity buys.

How are orders placed with vendors that are not listed in MyOrders?

To order with vendors not listed in MyOrders, HealthTrust members will either order through the distributor's websites, if applicable, or through your current method of ordering.

Can orders and delivery be tracked through MyOrders?

Orders and delivery days can be tracked through MyOrders. It should be noted that delivery windows are not available in MyOrders.

Does MyOrders interface with Coupa, a payment management tool that vendors submit invoices through?

No, MyOrders does not interface with Coupa.

Will there be one-on-one in-person training available for MyOrders?

Foodbuy is confident that the training webinars, scheduled for this summer, along with the quick reference guides and other training materials posted to the Foodbuy Member Portal will provide the training that HealthTrust members require. Additionally, the BuySmart customer support team will be available to help HealthTrust members troubleshoot MyOrders issues as they arise.

Will item code numbers change when I move to MyOrders?

Item code numbers will stay the same when your facility transitions to MyOrders.

Are there restrictions on the number of times I can download MyOrders to computers, laptops, and/or tablets?

MyOrders is a web-based platform, which means it can be accessed as long as your computer, laptop or tablet is connected to the Internet or cellular service (for tablets).

If I oversee multiple facilities' FAN services, can I have "super-user" access to oversee all of those facilities in MyOrders? Can I see any orders placed for my facility, even if I am not the one who submitted the order?



Yes, this functionality is available.

Tell me more about the inventory management component of MyOrders – will I still have to do inventory manually?

We will be conducting training on inventory after you are live and purchasing in MyOrders for 30-60 days as inventory is based on purchasing history and this will allow you to build your inventory first. The inventory module allows you either create an inventory from the order guide, build it while you purchase or upload it. You can also inventory items that are NOT purchased via MyOrders. Inventory can be taken via your desktop computer, iPad or Samsung Galaxy, or by uploading your counts using our template. We also have a mobile app being released this summer.

CBORD, COMPUTRITION, AND DELEGATE

For facilities using CBORD, Computrition, or Delegate, does Foodbuy provide resources/support for product transitions?

Yes, Foodbuy will assist/support your team as needed. Please contact us at HealthTrust@Foodbuy.com with further details.

Managed Order Guides, Stocking and Distribution

MANAGED ORDER GUIDES

Do we keep the order guide that we currently have in place?

As part of HealthTrust's transition to Foodbuy, Foodbuy is creating a new managed order guide (MOG) for HealthTrust members. The MOG being built is based on HealthTrust's current order guide, but the products may change to ensure members receive the best value possible.

How is Foodbuy creating the HealthTrust managed order guide?

Based on HealthTrust members' current distribution center usage, Foodbuy is mapping those products to our contracted matches. In some cases these products are the same, and in other cases these are alternative contracted items.

How are alternate and/or comparable products being identified for the HealthTrust managed order guide?

When the draft managed order guide is shared, the document will show the current products purchased through Entegra and the product that will be available via Foodbuy on August 1st.

Is the managed order guide built by location? For example a guide for freezer; meat; etc.

This is a great question to clarify some terminology differences between Entegra and Foodbuy. At Foodbuy, HealthTrust members will have a single managed order guide that they can purchase off of. However, in MyOrders, you can create as many shopping lists as you would like.



If our hospital has made a commitment to zero trans-fat (Michigan Hospital Association) or purchasing from local vendors, how do I communicate that to Foodbuy?

Please communicate that to your account manager or email HealthTrust@Foodbuy.com with further details.

Is there a certain percentage decrease in FAN expenses that I should incorporate in to my budget starting in August?

There was a market basket conducted prior to implementation and HealthTrust can share those results. Members who drive compliance to the new order guides will see the net value of this program through pricing and rebates.

Will I have my own managed order guide? What is a shopping list?

Each facility does not have their own order guide; a single order guide is created for HealthTrust. Each facility is able to create their own shopping list based on this order guide, which is how you can customize the products that you see and order. Based on conversations with HealthTrust, we understand that this will be a phrasing/wording change, but this will NOT be a functional/operational change.

Can order guides be modified based on usage or non-stocked items?

Requests for product adds or changes can be made via the BuySmart customer support team. Requests may be submitted via the BuySmart page of the Foodbuy Member Portal or via the HealthTrust dedicated phone number. BuySmart is available Monday through Friday 7am EST to 7pm EST. Please note that the dedicated HealthTrust phone number will not be operational until go-live (August 1st).

How do I request special products or products to be added to the managed order guide? Is there a minimum order for special products?

The BuySmart team takes product requests and routes them to the appropriate Foodbuy and HealthTrust teams for approval and addition. Requests may be submitted via the BuySmart page of the Foodbuy Member Portal or via the HealthTrust dedicated phone number. BuySmart is available Monday through Friday 7am EST to 7pm EST. Please note that the dedicated HealthTrust phone number will not be operational until go-live (August 1st).

There is not a minimum order for special products, but typically those orders range from 2 to 5 cases.

How do I know if a product on the order guide is compliant?

On the MyOrders platform, everything on the order guide is compliant. If a HealthTrust member orders through another food procurement platform, such as a broadline distributor's website, CBORD, Computrition or Delegate, Foodbuy cannot guarantee that every product listed in the order guide will be compliant. This is due to the fact that the distributors and/or the platform developers upload Foodbuy's order guides themselves and Foodbuy is not directly involved in that upload.



Will I have access to my distribution center's entire catalog? Will "lock out" items be visible on the catalog?

HealthTrust members will be able to view their distributor's catalog, but will not be able to order from it.

How will "opportunity buys" or deals be communicated? What are opportunity buys?

Opportunity buys are, typically, manufacturer over-runs that Foodbuy offers to members at a discount for a limited period of time or until the product sells out, whichever comes first. Opportunity buys will be posted to the Foodbuy Member Portal and will also be flagged in MyOrders.

How detailed are the product descriptions for the MOG? Will there be pictures of each item?

This summer, MyOrders is rolling out an update that will include GTIN data for products and pictures.

Are carbonated beverage programs through Entegra included in this transition?

If your facility currently purchases Coca-Cola or Pepsi products from the Entegra program, then your facility will transition to Foodbuy's Coca-Cola or Pepsi programs. This program change will not disadvantage your facility.

How will compliance be tracked?

One of the primary benefits of the Foodbuy Member Portal is its reporting capabilities and dashboards. Refer to the Foodbuy Member Portal section for more details.

VOLUME ALLOWANCE AKA REBATES

Will I know the volume allowance (VA) prior to ordering?

Volume allowance, also known as rebates, will be displayed in MyOrders at the product level.

How often will I get compliance and VA reports?

Volume allowance reports are housed in the Foodbuy Member Portal, and are refreshed on a monthly basis around the 15th of each month. Spend reporting is available in the Foodbuy Member Portal the next day.

How will program incentives be tied back to individual facilities?

Foodbuy will provide Monthly allocation reports which include item level, facility level reporting, with rebates/volume allowances earned.

STOCKING AND DISTRIBUTION

When will vendors be notified of this GPO change?



Foodbuy has already communicated the change to all contracted suppliers and distributors.

Will this transition impact the product availability at my current distribution center?

Foodbuy shares projected product volumes with the appropriate distribution center in advance of HealthTrust's August 1st go-live, which means product availability should not be impacted negatively.

Will this transition impact the product variety (for better or for worse) at my current distribution center?

This depends on the product as Foodbuy managed order guides are designed to move HealthTrust members' spend to contracted products.

Will delivery dates or the number of deliveries per week change?

If you are not moving broadline distributors, then your delivery dates and number of deliveries will most likely not change with the transition to Foodbuy. If your organization decides they would like to change broadline distributors after the 8/1 go-live, then your delivery dates and number of deliveries per week may change at that point.

How are ordering cut-off dates/times communicated? Will they stay the same, or will they change after go-live on August 1st?

Delivery days and cut-off times should stay the same as what is currently in-place.

When can I switch primary distributors? Why can't I switch primary distributors on August 1st?

Foodbuy understands that some members are interested in making a change; we ask that you please maintain your current general line distributor during the implementation process to ensure a smooth transition on August 1. Once we go live, we will be happy to work with any members wishing to explore a conversion to US Foods, Sysco or Gordon Food Services.

How does Foodbuy's primary distributor network overlap with HealthTrust members' broadline distributors?

Our distributor network aligns extremely well with HealthTrust's current distributors, Sysco and Gordon Food Services. Due to Foodbuy's management of Compass Groups' order guides, we control stocking at nearly all distribution centers that HealthTrust members utilize today.

Can I have a secondary broadline distributor?

All products are being mapped to 1 broadline distribution house for each HealthTrust member. Having 2 broadline distributors is unnecessary.

How will distributor's product substitutions be handled?



Foodbuy will track all product substitutions by distribution center via substitution reports. Foodbuy expects each distribution center to have a 2% or lower substitution rate.

Will I receive an email notification push if an item I order regularly is out of stock?

Using Foodbuy's eProcurement platform, MyOrders, HealthTrust members will see substitutions and out-of-stocks on order confirmations.

Can I request off-day delivery for special circumstances? What is the process for requesting that?

Off-day deliveries may be requested through the BuySmart support desk, which can be accessed via the Foodbuy Member Portal or via a HealthTrust-dedicated phone number (844.759.6086). Please note that this number will not be available until the August 1st go-live date.

I currently have several "exceptions" that are non-contractual products that must be added manually by our broadline distributor. How will this work with Foodbuy?

Foodbuy will manage the order guide for HealthTrust members; distributors will add or remove anything from this order guide. The BuySmart team takes product requests and routes them to the appropriate Foodbuy and HealthTrust teams for approval and addition. Requests may be submitted via the BuySmart page of the Foodbuy Member Portal or via the HealthTrust dedicated phone number. BuySmart is available Monday through Friday 7am EST to 7pm EST. Please note that the dedicated HealthTrust phone number will not be operational until go-live (August 1st).

Regional Programs and Vendors

Will my regional vendor(s) change with the transition to Foodbuy?

We are in the process of mapping the Foodbuy regional vendors to each of your locations to understand where we are in alignment and where changes may be required. We will contact each facility's point-of-contact with this regional vendor mapping as soon as the analysis is completed.

What happens if I do have to change regional vendor(s)?

If your current produce vendor differs from the Foodbuy-contracted vendor in your region, then you will need to answer calls or emails from the regional vendor(s). Credit applications will be handled at the IDN level with a "Universal Credit Application" as much as possible.

When will I find out who my regional suppliers will be after go-live? Can I choose who my regional vendor?

This information will be sent to each IDN (via the account management team) so each will have visibility to their regional suppliers.

Are credit applications submitted directly to the regional vendor?



In most cases, one credit application can be submitted to cover all units in an IDN. There are a few exceptions to this process, and Foodbuy will provide that instruction and detail directly with each IDN as on-boarding proceeds.

If I have to change regional vendors, does this mean my costs associated with that vendor will increase?

We have had tremendous success converting customers to our regional programs due to savings and are confident you will have a similar experience. If for some reason you are not seeing this, please let us know at HealthTrust@Foodbuy.com and we can take a deeper dive into your product mix.

Will I need to do anything if my regional vendor(s) do not change?

If your current produce vendor is the same as the Foodbuy-contracted produce vendor for your region, then you won't need to do anything further to continue ordering with them after August 1st. Most produce distributors can accept orders through MyOrders, and that may change the way that your facility places produce supplier orders after August 1st. Foodbuy will provide that instruction and detail directly with each IDN as on-boarding proceeds.

Can I request new regional vendors? What is that process?

To request new regional vendors, please contact your Foodbuy account manager. The account management team will trigger the request with the appropriate Foodbuy team.

Can I have a second regional vendor as back-up?

Foodbuy does not prefer to have secondary regional vendors as back-up as this dilutes Foodbuy's ability to negotiate the best net cost for HealthTrust. Foodbuy often has secondary suppliers contracted in major markets, but those secondary suppliers will have less favorable commercial terms and/or financial value.

Direct and/or Local Deals

What do you mean by "direct/local food contracts"?

By May 1st, Foodbuy needs to know the direct or local food contracts that your IDN and/or facility has in place. This is for programs like a Coca-Cola or Pepsi program that your facility or organization has negotiated directly with a local bottler or distributor and is outside the scope of HealthTrust's Entegra program (not on Entegra paper and not accessing Entegra pricing).

What happens when one of our local distributors is not part of Foodbuy? Are we able to keep any non-Foodbuy local vendors?



If you have a direct deal with a local distributor (not purchased on Entegra's programs or with Entegra pricing), then those are outside the scope of this transition. That being said, Foodbuy does need to know about these direct and/or local deals to make sure that your facility or IDN is excluded from any programs that Foodbuy arranges with the vendor on HealthTrust members' behalf.

How do I notify Foodbuy of my direct and/or local deals?

In the *Transition Checklist*, where the transition webinar dates and registration links were listed, is a section dedicated specifically to direct and/or local deals (please see above for the definition of these deals). In that section of the checklist, there is a link to survey for you to submit direct and/or local deal details.

Foodbuy Member Portal

What is the Foodbuy Member Portal?

The Foodbuy Member Portal is similar to the HealthTrust Member Portal and is how HealthTrust members will access communications from Foodbuy, including quality assurance alerts, marketing materials, and generate reports. The Foodbuy Member Portal is also how you will access BuySmart, Foodbuy's customer support desk, and MyOrders, Foodbuy's online food procurement platform.

Will every HealthTrust member have access to the Foodbuy Member Portal, or only those who utilize MyOrders eProcurement platform?

Everyone, regardless of the ordering platform that they utilize after go-live, will have access to the Foodbuy Member Portal.

How will account and log-in information be communicated?

Account and log-in information will be emailed. Once account and log-in information is received, each user will be asked to set their security questions and password. This log-in will allow users to access the Foodbuy Member Portal, where you can then navigate to the BuySmart support desk and MyOrders.

What reports and dashboards can be generated through the Foodbuy Member Portal?

The Foodbuy Member Portal includes reports on demand that can be generate whenever you access the system. These reports include contract utilization, contracted manufacturers, and item level spend.

Additionally, there are several dashboards that are a part of Reports on Demand, including contract utilization and operator and distributor reporting trends.

What training and support is available for the Foodbuy Member Portal?



Everyone, regardless of the ordering platform that they utilize after go-live, will need to complete Foodbuy Member Portal trainings. Please refer to the Training section for further details. Training documents and quick reference guides will be available in the Foodbuy Member Portal for future reference.

Culinary and Nutritional Support

What culinary support is available?

Foodbuy has a culinary team which can support HealthTrust members through regional cuttings or IDN-level cuttings which we coordinate with your food committee and general line distributor. We provide product cost analysis, nutritionals, and all the information required to make the right decision for your organization. Our culinary team also offers a suite of culinary services which can improve your operational efficiencies and help reduce costs.

What nutritional support is available?

Please refer to the question above.

We currently use a menu option for patients through our broadline distributor. Will this change in any way?

The only potential change would be moving from an Entegra contracted supplier to a Foodbuy contracted supplier. Many times these will be the same and others may require a conversion to a like product through a contracted vendor.

Miscellaneous

Is room service software a part of this transition?

No, room service software is not included within HealthTrust's transition to Foodbuy.

Does Foodbuy have contracts for tray delivery systems?

If this is a part of a room service platform, this is not included within the scope of this transition.

Will this impact my facility or IDN's vending programs?

Vending programs are not in-scope for this transition.