



Physician Lab Coats FAQ

January 2019

Who is eligible?

All employed physicians and aligned private practice physicians who serve on the medical staff of a Northwestern Medicine hospital and are part of Northwestern Medicine Physician Network will be provided with new custom lab coats.

How/when will I receive my coat?

Lab coats will be shipped to physician's primary address provided on the order form. Eligible physicians who placed their orders by December 31, 2018, through the Apparel Program can expect to receive their coats via UPS by the end of February. Orders placed after December 31, 2018 will take an additional 4-6 weeks to fulfill after the launch shipment is complete.

How do physicians order the new Northwestern Medicine lab coats?

Physicians new to the system and those who have not yet placed an order should complete an online order survey (<https://www.surveymonkey.com/r/NMOrder>) and provide the preferred item style/size and home shipping address. We are working with our vendor to develop a website exclusively for Northwestern Medicine physician lab coats and aim to launch that site in the fall.

What if my new lab coat does not fit?

Because of the personalized embroidery on new coats, exchanges or returns are not permitted and will not be paid for by Northwestern Medicine. Tailoring of coats is permitted as long as the structure and style of the coat does not change. Physicians should continue the current local practice for laundering and pressing lab coats.

What if I want to change how my name or specialty appears on the coat?

Lab coats will include the physician's name, medical degree and board certified specialty. Physician names, specialties and credentials are drawn from the central physician credentials database. Administrative titles will not be included. With these guidelines in mind, if a physician requires customization that is not supported by the order form then the medical staff office or chief medical officer can be contacted.

If a physician has questions regarding an existing order, please contact nmhelp@medcouture.com.