

### I. Purpose

The inventory system is designed to ensure that patients are only treated with safe, unexpired products.

### II. Definition

Inventory usage is a reconciliation of products used through Portrait, including controlled substances, that are in the possession of the Portrait-affiliated clinician. The following applies to providers who are part of the PortraitLegacy model.

### III. Policy

Inventory – there will be an ongoing reconciliation of the products in the possession of the Portrait Provider providing care to patients

- A. Annotations for each product made (or written documentation of product placement made)
- B. Ensure that the amount of product used is in line with standard dosing (as per Portrait’s Policies and Procedures)
- C. Product that requires refrigeration must be stored refrigerated, and sterile product must be maintained sterile.
- D. All pharmaceutical inventory should be secured (locked) when the provider is not on site. Any lost/stolen inventory must be reported immediately. The provider is responsible for any inventory loss.
  - a. In a concierge setting, be mindful of increased risk of inventory loss.

### IV. Inventory Receipt, Storage, Reconciliation, and Usage

Inventory shall be stored as per manufacturer guidelines at all times. Each Portrait provider is responsible for maintaining the integrity of the inventory in their possession.

1. Providers request/order products through standard ordering protocol and are subsequently financially responsible for any product that they have ordered.
2. At the time of product receipt, provider will either 1) tag product with QR-code or 2) accept inventory transfer in the EHR, as appropriate
3. Supply receipts must be signed by the Provider within 48 hours after product delivery.
4. On delivery dates, the Provider must arrange for someone to sign for the package between 8:45am and 10:30am local time.
  - a. If the package is not delivered by 10:30am, it is the Provider's responsibility to contact the inventory team by submitting a ticket so that they can follow up with the delivery company.
5. Monthly inventory reconciliation must be completed promptly. PortraitLegacy providers will not receive their Revenue Earnings for the preceding month until a reconciliation report has been completed for that month and all supply receipts have been signed.
6. Once a product has been ordered by a provider, it is exclusively their responsibility. Under special circumstances, Portrait may allow, at its own discretion, a provider to transfer their product to a

	<b>EHR and Inventory Usage Policy</b>	<p style="text-align: right;"><b>REVIEWED/REVISED:</b></p> <p><b>CREATED:</b> 1/2020  <b>REVIEWED AND REVISED:</b> 3/2024</p>
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different location or return the product back to Portrait. However, this is under special circumstances as determined by Portrait on a case-by-case basis only.

7. Provider is to check their ancillary supplies for missing or expired pharmaceutical products or other products in their “crash kit” and alert the inventory team by submitting a ticket to any missing or expired product, which will be replaced.
8. Portrait has a goal of zero product waste, but allows for up to 5% of neurotoxin to be “lost” as spillage from the product administration process. Additionally, any loss of Hyaluronidase is considered exempt from product waste calculations.
9. Neurotoxin dilution must be documented on the vial or elsewhere in writing. Dating the reconstitution is not necessary because it is captured in the EHR by default. Providers are able to set a time period prior to expiry resulting from reconstitution.
10. Other sterile products must have an opening date written on them and once expired, will be considered waste.
11. **Inventory that is lost, expired, or otherwise unusable will be charged to the provider at a rate of 50% of Portrait’s floor price.** In the event that a provider is no longer exclusively practicing aesthetic medicine with Portrait, they terminate their contract with Portrait, or Portrait terminates its contract with the provider, all inventory is classified as lost and the provider is charged at a rate of 50% of Portrait’s floor price. All charges will be deducted from subsequent revenue earnings, and in the event that a negative balance is created, must be paid within 10 days.
12. In the event that inventory is damaged, Provider must notify Portrait within 24 hours after observing damaged inventory, to provide the best possible chance of replacement by the pharmaceutical company and avoidance of the