

Stormont-Vail HealthCare Administrative Policy

Title: Vendor Policy

In all dealings with Stormont-Vail HealthCare, vendors and their representatives will conduct themselves with the highest possible standards of business ethics, professional courtesy, and competence. At all times, applicable laws will be observed. This policy establishes our requirements and expectations for those who wish to do business with Stormont-Vail HealthCare.

I. VISITATION

1. Unscheduled visitation by vendor representatives is discouraged. Vendor representatives who arrive without a pre-arranged appointment may be requested to leave.
2. Vendor representatives visiting the hospital must first sign in and complete the log in Supply Chain Administration offices. Offices are open Monday through Friday, 8:00 – 4:30. Vendors who expect to be in the facility during other times shall make arrangements for check in, including the options of signing in the prior business day, or following their visit.

The Vendor Log shall contain the following statement

By my signature below, I certify that I have read and understand appropriate Stormont-Vail Policies which are located on the Stormont-Vail Healthcare public website at www.stormontvail.org, and I agree that I will adhere to each policy:

- Stormont-Vail Vendor Policy
 - Stormont-Vail Employee Conduct Policy
 - Stormont-Vail Infection Control Policy
 - Stormont-Vail Observation Policy (if the vendor enters any patient care area)
 - Deficit Reduction Act Information for Employees, Contractors and Agents
3. The Clinics will maintain sign-in logs and vendors will be asked to wear identification badges when visiting those locations. All other aspects of this policy shall apply.
 4. To ensure the security of SVHC facilities and limit access to permissible areas, vendor representatives must wear the guest badge issued them in a readily visible place at all times. They are encouraged to also wear their company issued identification badge.

5. Under no conditions shall a vendor representative use this time to visit or solicit to any areas other than the scheduled areas.
6. Infection control policies and procedures will be adhered to at all times.
7. Vendor representatives may not utilize overhead paging in the facilities.
8. Vendor representatives will park in non-prime and legal parking locations only. Vendors can seek clarification of non-prime and legal parking areas by inquiry of the Director of Supply Chain or any of the Purchasing staff.

II. VENDOR CODE OF CONDUCT

1. Stormont-Vail employees may not accept money, gifts, gratuities, or personal benefits for themselves or their immediate families from vendors as outlined in Stormont-Vail's Code of Conduct
2. Vendor representatives are not allowed to alter, remove, destroy, view, print, access, photocopy, discuss or disclose in any manner confidential applicant, patient, employee, and/or Stormont-Vail information. Vendor representatives must respect the confidentiality of patient information at all times. Where appropriate, vendor representatives must have completed a Business Associate Agreement.
3. Vendor representatives must complete a Stormont-Vail Observation Application prior to entering any area where direct patient care is provided. The application is available from either the Surgery or Medical Staff office.

III. PRODUCT SALES

1. Stormont-Vail is a member of VHA/Novation. We will prioritize business with contracted Novation vendors wherever clinically and financially equal.
2. When notified that a product is in conflict with a Stormont-Vail contract or process, vendor representatives are expected to immediately cease counter detailing their product.
3. No negative communication regarding a competitor's product may be given to staff or physicians of Stormont-Vail. Vendors may only seek to sell their products on the products' own merit.
4. Supply Chain will be copied on all bids and quotations. Supply Chain will work collaboratively with departments on bids and negotiations.
5. Stormont-Vail HealthCare shall not be invoiced for nor held liable to purchase any products supplied by a vendor representative that have not been issued on a purchase order nor had prior authorization for use in a Stormont-Vail HealthCare facility.

IV. GENERAL

1. It is the responsibility of vendor representatives to provide updated pricing and catalogs to the Supply Chain department and appropriate customers.
2. It is the responsibility of vendor representatives to notify Supply Chain and their customers immediately of any recalls, back-orders or product eliminations and to assist in managing the incident(s) and resultant search for clinically acceptable substitutes.
3. It is the responsibility of vendor representatives to facilitate any credits, rebates, or returns due to Stormont-Vail, working with the appropriate Supply Chain representative.
4. Vendor displays of non-pharmacy items will be kept to a minimum. Food vendor displays must be approved through the Director of Nutritional Services. Pharmacy displays are addressed in the section entitled "Pharmacy". All other displays must receive prior written approval from the Director of Supply Chain.
5. All demonstration and loaner equipment should adhere to the Rental, Loaner Equipment policy that is part of Stormont-Vail's Medical Equipment Management Plan. Equipment must first receive a no-charge purchase order prior to shipment or delivery to the hospital. All equipment must meet hospital policies for electrical and equipment checks. Removal of demonstration and loaner equipment must be performed through Supply Chain to record its' removal and condition.

V. PHARMACY

1. All pharmaceutical representatives visiting the hospital must sign in with the Pharmacy department upon entering and leaving the facility for each visit. A log of pharmaceutical representatives visits will be maintained by the Pharmacy. The representative's name, time of visit and product detailed will be noted in the log.

The Vendor Log shall contain the following statement:

By my signature below, I certify that I have read understand appropriate Stormont-Vail Policies which are located on the Stormont-Vail Healthcare public website at www.stormontvail.org, and I agree that I will adhere to each policy:

- Stormont-Vail Vendor Policy
- Stormont-Vail Employee Conduct Policy
- Stormont-Vail Infection Control Policy
- Stormont-Vail Observation Policy (if the pharmaceutical representative enters any patient care area)
- Deficit Reduction Act Information for Employees, Contractors and Agents

Pharmaceutical representatives visiting the clinics must sign in at the clinics.

2. Pharmaceutical representative displays are NOT allowed at the hospital. The only exception is during continuing education programs offered at SVHC. Displayed medication products must be on contract and/or formulary products approved by the Pharmacy and Therapeutics' Committee.
3. All pharmaceutical representatives to the hospital must first interview with the Pharmacy Clinical Coordinator, Pharmacy Director or his/her designee.
4. Pharmaceutical representatives conducting meetings with clinical personnel must be accompanied by a pharmacy designee, nurse educator or physician for any educational programs or preceptorships being offered at SVHC.
5. Pharmaceutical representatives will NOT be allowed in any area where direct patient care is provided without an appropriate escort.
6. Meals and other food items may be provided in the hospital ONLY with a significant educational component to the program and approved by the Director of Medical Education or Director of Pharmacy. The Patient Care Services Director and/or Medical Staff requesting the program is required to notify the Pharmacy Department and the pharmaceutical representative must follow the registration guidelines. Guidelines regarding meal and other food items for the clinics will be provided to pharmaceutical representatives by the clinics and must adhere to the Corporate Code of Conduct.
7. Medication samples are prohibited in the hospital.
8. All other aspects of this policy apply to pharmaceutical representatives.

VI. NON-COMPLIANCE

Consequences for failure to comply with the above policy may include:

1. Warning for first offense
2. Escorting the vendor representative out of the facility
3. Complaint letter / notification to vendor's management personnel
4. Suspension or revocation of privileges

