

Department: ADMINISTRATION	Version: 3 Page 1 of 4
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	Approved By: OPERATING COMMITTEE
Title: Vendor Policy	

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In all dealings with Stormont-Vail HealthCare, suppliers 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. A vendor is defined as any person, organization, or person representing an organization receiving payments from Stormont-Vail HealthCare, other than employees. Employees of construction and janitorial contractors are excluded from this definition. This policy establishes our requirements and expectations for doing business with Stormont-Vail HealthCare (SVHC) facilities.

I. VISITATION

1. Vendor visitation is by appointment only. Vendor representatives visiting SVHC locations must first sign into the Reprtrax system . By registering, the vendor representative certifies that he/she has read and understands appropriate Stormont-Vail Policies which are located on the Stormont-Vail HealthCare public website at www.stormontvail.org and agrees that he/she 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

2. Kiosks for vendor sign in with badge printers are located at: the hospital main entrance, in the hospital OR waiting area, outside Supply Chain offices, 901 Garfield, the Heart Center, 823 Mulvane, Digestive Health Center, Diabetes & Endocrinology Center, Medical Arts Clinic in Emporia, Medical Associates of Manhattan, Stormont-Vail West. Vendors visiting other SVHC locations are required to check in with the receptionist to be signed in or follow specific procedures to sign in elsewhere as directed by that location.
3. 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.
4. Under no conditions shall a vendor representative use this time to visit or solicit to any areas other than the scheduled areas.
5. Infection control policies and procedures will be adhered to at all times.

6. Vendor representatives may not utilize overhead paging in the facilities.
7. 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 Supply Chain administrative 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 Medical Staff office

III. PRODUCT SALES

1. Stormont-Vail is an owner of MSS and a member of VHA/Novation. We will prioritize business with contracted vendors wherever clinically and financially equal.
2. When notified that a product is in conflict with a Stormont-Vail contract, vendor representatives are expected to immediately cease counter detailing their product.
3. No negative communication regarding a competitor's product may be sent to staff or physicians of Stormont-Vail. Vendors may only seek to sell their products on the products' own merit.
4. All bids and quotations will be sent through the Supply Chain department. Pharmacy, Food Service and IT will perform their own bidding. All samples of all non-pharmaceutical products shall be left in or shipped to Supply Chain for distribution as appropriate.
5. Stormont-Vail HealthCare shall not be invoiced for or held liable to purchase any products supplied by a vendor representative that have not been issued on a purchase order. Food supplies ordered by Nutritional Services or Pharmaceuticals ordered by Pharmacy are specifically exempted from requirement of a purchase order.

IV. GENERAL

1. It will be 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 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 shall 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 SVHC. All equipment must meet SVHC 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

All pharmaceutical representatives visiting any location within SVHC are required to sign into the Reprax system as stated above. If visiting a patient care area, the rep must first check in with Pharmacy.

1. Pharmaceutical representative displays are NOT allowed
2. Pharmaceutical Representatives will NOT be allowed in any clinical area without a department director or designee escorting them.
3. 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 Pharmacy. The Patient Care Services Director and/or Medical Staff requesting the program is/are 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.
4. Medication samples are prohibited in the hospital.
5. 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

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