

<b>Scope – Division/Department:</b> Department - SUPPLY CHAIN MANAGEMENT	Version: 8
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	Approved By: Operating Committee
<b>Title:</b> <b>Vendor Policy.docx</b>	

**Printed copies are for reference only. Please refer to the electronic copy for the latest version.**

In all dealings with Stormont-Vail HealthCare, Inc. (SVH), 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 SVH, 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 SVH facilities.

## **I. VISITATION**

1. Vendor visitation is by appointment only. Vendor representatives visiting SVH locations must first sign into the Reprtrax system (or Symplr for Flint Hills). By registering, the vendor representative certifies that he/she has read and understands appropriate SVH policies which are located on the SVH public website at [www.stormontvail.org](http://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 operating room 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, and Stormont Vail Behavioral Health. Vendors visiting other SVH 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 SVH 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 visiting any building on the main campus will park in SVH parking lot #33 only. Lot #33 is located at the intersection of SW 7th St and SW Lane

## **II. VENDOR CODE OF CONDUCT**

1. SVH 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 and the "Accepting Gifts, Gratuities, Transportation, Lodging & Meals by Stormont Vail Team Members" policy
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 Vizient. We will prioritize business with contracted vendors wherever clinically and financially equal.
2. When notified that a product is in conflict with a SVH 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 SVH. 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. The Pharmacy, Nutritional Services and Information Technology departments 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. SVH 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 SVH 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 SVH. All equipment must meet SVH 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 SVH are required to sign into the Reprax system (or Symplr for Flint Hills) as stated above. See "Pharmaceutical Representative Visits" policy for additional information.

1. Pharmaceutical representative displays are NOT allowed.
2. Pharmaceutical samples (denoted by National Drug Code, or NDC) must not be distributed at any SVH facility.
3. Pharmaceutical representatives may request to schedule appointments within the SVH system. Appointments may be made by contacting the provider clinic/office directly. All visits must comply with this policy and "Pharmaceutical Representative Visits" policy. The Administrative Director of Pharmacy and/or Director of Supply Chain Management will follow-up on complaints and non-compliance with policies and may take action up to and including banning the individual and/or company. Meals and other food items may NOT be provided at any location within SVH facilities.
4. Marketing materials (i.e. pens, pads, etc.) will NOT be provide to staff. Only educational materials are allowed.

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, but are not limited to the following actions:

1. Removal of the vendor representative out of the facility.
2. Complaint letter / notification to vendor's management personnel.
3. Suspension or revocation of privileges for a minimum of 30 days.

A copy of this policy appears on the "Vendor Information" section of the [stormontvail.org](http://stormontvail.org) website. Notify Marketing & Communications when a new version of this document is approved.