

 <b>OHIOHEALTH</b>		<b>POLICY &amp; PROCEDURE</b>	
<b>TITLE:</b> Supplier/Vendor Relations		<b>NUMBER:</b> OH.POL.SC-5100.003	
<b>ISSUE DATE:</b> 9/1/01		<b>EFFECTIVE DATE:</b> 6/26/17	
<b>DEVELOPED / REVISED BY:</b> Supply Chain Services			
<b>REVIEWED BY:</b>		<b>DATE REVIEWED</b>	
Safety Management		1/5/17	
Protective Services		1/16/17	
Ethics and Compliance		2/24/17	
Supply Chain Services		6/26/17	
<b>APPROVED BY:</b> Supply Chain Services Administration			

**SCOPE:**

This policy is in effect for the following OhioHealth system business units:

Berger Hospital, Doctors Hospital, Dublin Methodist Hospital, Grady Memorial Hospital, Grant Medical Center, Hardin Memorial Hospital, Mansfield Hospital, Marion General Hospital, O’Bleness Memorial Hospital, OhioHealth Corporate, OhioHealth Home Care, OhioHealth Physician Group (OPG), Riverside Methodist Hospital, and Shelby Hospital.

This policy directly applies to vendors, suppliers, and supplier representatives who provide or desire to provide medical/surgical supplies, services, and equipment for patient care and non-patient care purposes.

**STATEMENT OF PURPOSE:**

Supply Chain Services has been designated as the point of contact between OhioHealth and its suppliers. Individual departments may have their own policy & procedure regarding suppliers in their area.

The purpose of this policy is to effectively manage the volume of supplier representative visitations to help ensure staff can effectively manage the amount of time devoted to such visitations such that patient care is not adversely affected. Suppliers, in turn, should support the mission of OhioHealth, and work to minimize intrusions.

**DEFINITIONS:**

1. **Supplier:** A company who supplies goods, drugs, equipment, or services to OhioHealth and receives payment from OhioHealth for these exchanges. OhioHealth may use these goods, drugs, equipment, or services to provide care for patients or may consume for business operations. To be compliant with various federal and oversight organizations, the suppliers OhioHealth transacts with must adhere to specific guidelines. May also be referred to as a Vendor or a Supplier Representative.
2. **Potential Supplier:** A company not currently engaged by OhioHealth to supply goods, drugs, equipment, or services that may have an interest in pursuing business opportunities. These companies are not set-up in the OhioHealth system to transact with and are not being paid by OhioHealth.

**POLICY:**

It is the policy of Supply Chain Services to support visitations from Supplier Representatives to designated departments and/or physicians to provide essential services and distribute necessary information.

It is also the policy to control the activities of Supplier Representatives in order to:

1. Ensure the safe and appropriate use of products, equipment, and services

2. Maintain patient confidentiality
3. Avoid the inappropriate distribution of samples

Efficiently utilize the time of the staff who interact with Supplier Representatives.

#### **I. PROCEDURE - Suppliers:**

Each facility or department may have specific guidelines or instructions, supplier must comply with the following general instructions when visiting any OhioHealth facility:

1. Suppliers and their representatives are essential resources and guests of OhioHealth; however, Supplier Representatives must provide his/her services in accordance with accepted rules of conduct and in a manner that will provide the greatest benefit to OhioHealth.
2. To access clinical areas, all Supplier Representatives must have a scheduled appointment during normal business hours. Exceptions to the schedule must be approved by the department manager.
3. Under no conditions may a Supplier Representative use scheduled appointment time to visit or solicit products or services to any areas other than the scheduled area. Representatives are not permitted to visit any department/facility designated for physicians, nurses or other staff member.
4. The paging system may not be used to contact physicians, pharmacists, nurses or other employees except when Supplier Representative has been requested to make such contact.
5. Supplier registration and on-site access
  - a. All OhioHealth Supplier Representatives are required to register with the OhioHealth supplier registration program at the company level with Vendormate on-site or online at [login.ghx.com](http://login.ghx.com); selecting "Register Yourself and Your Company". This includes all Suppliers, Supplier Representatives, and consultants for services, equipment, or supplies. There is a charge for the supplier registration that is directly between the supplier registration program and the supplier. This charge ranges with the supplier's risk level, but is a nominal cost of doing business.
  - b. All Supplier Representatives who visit an OhioHealth facility are required to register at a supplier registration ("Vendormate") kiosk before proceeding to their appointment. In the case the Supplier Representative's company has not registered previously, there may be a charge associated with registration. Registration locations can be found on Exhibit 1.
  - c. While in any OhioHealth facility for business purposes, all representatives are required to display proper company identification. Proper identification shall include an OhioHealth one-day badge plus a company identification badge.
  - d. Upon registration, Supplier Representatives are required to acknowledge certain OhioHealth policies and document annual flu shot, TB, MMR, chicken pox immunity, and HBV. The list of all acknowledgements are included as Exhibit 2.
  - e. In case of supplier registration kiosk downtime, manual online registration or other manual sign-in must occur.
  - f. Supplier Representatives must comply with all credentialing requirements that are required within the areas they service and that may be amended from time to time.
  - g. A registration badge is denied if there is a match on government sanction lists; these individuals may not have access to any OhioHealth facility.

- h. If all registration credentials (required policies, immunizations, and acknowledgements) are not present and current, the badge will be marked as “missing documents.” The Supplier Representative will be allowed three visits with the “missing documents” designation and then will be denied access. A Supplier Representative denied access will not be permitted to interact at OhioHealth until they correct the deficiencies within the registration tool.
    - i. Once the Supplier Representative is finished with his/her appointment, they are required to check-out. The check-out process can take place at a designated Supplier Registration kiosk or by a connected app.
6. An OhioHealth badge that allows access to certain locked OhioHealth facility areas may only be provided to a Supplier Representative after proof of current and active rep supplier registration. Badge access eligibility must be verified by the requesting department prior to OhioHealth Protective Services release of a badge.
7. Patient Privacy
  - a. A Supplier Representative may not have any contact with a patient without prior approval of attending or consulting physician, and the OhioHealth physician or OhioHealth clinician must be present at all times.
  - b. Supplier Representatives will be trained on HIPAA guidelines and requirements by their company and will adhere to all guidelines and requirements.
8. Patient care area access
  - a. Supplier Representatives may be asked to leave at any time at the discretion of the management team, staff, and/or the physician performing the procedure.
  - b. The use of cell phones in any surgical suite or patient care areas is strictly prohibited. All non-essential items are to remain outside of the facility.
  - c. If a supplier representative is granted access to a patient care area where scrubs are required, a red scrub hat as provided by the hospital must be worn at all times that scrubs are worn.
  - d. Supplier Representatives are prohibited from making any notations in a patient’s medical chart.
9. Evaluation of equipment or products
  - a. Equipment or products will not be purchased without first undergoing an evaluation. Product/equipment and technology is evaluated through OhioHealth’s Value Analysis Program.
  - b. All new equipment or products must be introduced to the organization through the Value Analysis. To present equipment or products for evaluation, contact Value Analysis or an OhioHealth representative to coordinate with Value Analysis.
  - c. All equipment and/or products to be evaluated for use in a patient care area must be approved by the designated review committee prior to the beginning of the evaluation period.
  - d. Should any physician or staff member or family member practicing or working at OhioHealth have any financial or other interest in the equipment, product, and/or service being evaluated, the supplier must disclose the specific relationship to Strategic Sourcing and Value Analysis during the initial request for evaluation.

- e. A purchase order and any applicable payments will not be issued for any sample product or technology for use in an evaluation unless approved by Value Analysis or other designated review committee prior to evaluation.
- f. All products and equipment must be FDA-approved or have IRB, IND, or IDE numbers for clinical use.
- g. Products unauthorized for use but left by the supplier with a physician or Hospital staff member for patient use is prohibited and supplier will not be compensated.
- h. Equipment: OhioHealth may not pay for equipment used during an evaluation. This includes, but is not limited to, rental fees, leasing fees, and evaluation fees.
- i. Products: As a general rule, OhioHealth may not pay for products used during an evaluation. At OhioHealth's sole discretion, a purchase order may be issued to pay for disposable items used during an evaluation.

## **II. PROCEDURE – Supply Chain Services:**

- 1. Supply chain services is responsible to ensure that this policy and policies related to supplier activity are made available in the supplier registration tool.
- 2. Supply chain services will act promptly on complaints of supplier non-compliance.
- 3. Supply chain will review supplier performance measures as outlined in a contract, if applicable.
- 4. Supplier Diversity
  - a. Philosophy: OhioHealth's vision and values celebrates the diversity of its people and community. In keeping with our values of integrity, compassion, excellence and stewardship, we are committed to identifying opportunities and increasing participation of certified diverse business enterprises (DBEs). Our goal is to establish business relationships with DBEs that positively impact patient care, community relations and social economics in the communities served by OhioHealth.
  - b. Guiding Principles
    - i. Qualified Diverse Business Enterprises (DBEs) will be identified and included in contracting processes.
    - ii. Preference may be given to DBEs in cases where they did not submit the low bid.
    - iii. Smaller specialty contracts may be given preference over system-wide contracts in efforts to accommodate local DBEs.
    - iv. Priority will be given to local DBEs, followed by Ohio-based DBEs, then Regional/National DBEs.
    - v. Supplier diversity accountabilities and measurement criteria will be used to increase and monitor DBE participation.

## **I. PROCEDURE – Department:**

- 1. Departments will assist in the compliance of this policy by allowing supplier representatives visitation in accordance with this policy.
- 2. No supplier representatives will be allowed access to storage areas or inventory areas unattended.

3. Per Protective Services policy PS-2300.004, Department Supervisors may request badge access for Supplier Representative. Department is responsible for verifying in Vendormate that the Supplier Representative is current on immunizations and annual vaccines, and compliant with all acknowledgements.
4. Departments will provide specific department instructions or requirements to Supplier Representatives, as necessary.
5. Supplier registration kiosks and badge printers (dynamo label 450) can be obtained by making an online IT request in Service Now for a new device to be set up as a vendor registration "Vendormate" kiosk. The expense of the kiosk and badges is managed by the requesting department.
6. OhioHealth associates may request access to the supplier registration system in order to view Supplier Representatives' contact information and history of site access. Please email Vendormate customer services at [support@Vendormate.com](mailto:support@Vendormate.com) to request log-in access.
7. It is the responsibility of the department to hold all OhioHealth pricing and current supplier information confidential. Any questions pertaining to this should be directed to supply chain services.
8. It is the responsibility of all associates of the areas affected by this policy to assist in the enforcement and supplier compliance to the policy and procedures as outlined within this policy. A supplier check-in summary is provided in Exhibit 3.
9. If any supplier fails to comply with this policy, it is the responsibility of the department manager to report the individual to the Director of Strategic Sourcing for further action. Violations of the policy will be addressed on a case by case basis.
10. Supplier Representatives who are on-site and not wearing a hospital badge should be stopped and directed to the appropriate sign in location.
11. Department will contact Protective Services directly and immediately if supplier representative poses a threat to patient, staff, or OhioHealth security.

**Revision History:**

10/01/2010	Rev 1.0	Changed to new format. Deleted and changed excessive verbiage. Posted and approved 10-14-10.
12-8-11		Added Downtime procedures under 2. Above
8-21-12		Added Section 4 regarding red scrub hats (updated online 1/29/15)
7-9-2013		Changed verbiage in Purpose section to reflect that individual departments may (instead of "will") have their own policies regarding suppliers in their area.
1/30/2014		Updates to Vendormate Kiosk locations
9/27/2016		Policy Updates

**REFERENCES:**

- SS-2000.321 Product Representatives in Surgery
- SS-2040.012 Handling Special Instrument/Implant Requests
- SC-5100.008 Acceptance/Solicitation of Gifts
- SC-5100.007 Supplier Sponsored Travel
- Rx-910.029 Pharmaceutical Service Representative Regulations
- PS-2300.004 Photo Identification Badges

**ATTACHMENTS:**

- Exhibit 1 – OhioHealth Vendormate Registration Locations  
 Exhibit 2 – Registration acknowledgements and uploads  
 Exhibit 3 – Supplier check-in summary
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**RECISION:**

- Berger: BH.POL.CC-2500.001 Agency Vendor Appointments (24767)  
 Mansfield: MS.POL.A-400.211 Vendor Relations  
 Shelby: SH.POL.A-400.211 Vendor Relations; SH.POL.A-400.207 Vendor Credentials

EXHIBIT 1

OhioHealth Vendormate Registration Locations	
Distribution Center (566-5265)	Reception lobby
Doctors Hospital	Right of Main Lobby, Kiosk in Hallway to Cafeteria
Dublin Methodist Hospital	Supplier check-in room
Grady Memorial Hospital	Hallway between cafeteria and facilities
Grant Medical Center	<ol style="list-style-type: none"> <li>1. Main OR SPD Pavilion Basement</li> <li>2. Main surgery admin 2<sup>nd</sup> floor</li> <li>3. Grant South/Bone &amp; Joint surgery 2<sup>nd</sup> floor</li> </ol>
Hardin Memorial Hospital	Front desk
Mansfield Hospital	Lobby – 335 Glessner Ave
Marion General Hospital	MMC - Supply Chain Offices MGH - Supply Chain Offices
McConnell Heart Hospital	Information desk
Medical Office buildings	Kiosk or information desk
O’Bleness Memorial Hospital	<ol style="list-style-type: none"> <li>1. Main Lobby</li> <li>2. Purchasing</li> <li>3. Surgery</li> <li>4. Surgery Center</li> </ol>
Physician Offices	Not enforced
Riverside Methodist Hospital	<ol style="list-style-type: none"> <li>1. Yellow Building – Women's Health Entrance</li> <li>2. Orange Building – Surgery Waiting Desk</li> <li>3. Green Building – Vendor Lounge</li> <li>4. Green Building – Information desk</li> <li>5. Silver/Blue Building – Entrance</li> </ol>
Shelby Hospital	Information desk

EXHIBIT 2 – REQUIRED COMPLIANCE

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
Radiation Area Representatives	Dosimeter Policy	Dosimeter Policy	I acknowledge that I have read and (if applicable) will abide by the OhioHealth Dosimeter Policy.	Once Per Rep	Acknowledgement	4/24/2012 0:00
Doctors Reps	Delivery of Supplies to Doctors Hospital	Delivery of Supplies to Doctors Hospital	I acknowledge that I have read, understood and will abide by the OhioHealth "Delivery of Supplies to Doctors Hospital" Policy, if applicable.	Once Per Rep	Acknowledgement	12/2/2008
All Reps	Code of Conduct	Code of Conduct	I acknowledge that I have read, understood and will abide by the OhioHealth "Code of Conduct" to the extent it is applicable.	Once Per Rep	Acknowledgement	9/14/2008
Patient Care Areas Reps	Doctors Hospital Surgical Suite Policy	Doctors Hospital Surgical Suite Policy	I acknowledge that I have read, understood and will abide by the OhioHealth "Doctors Hospital Surgical Suite" Policy, if applicable.	Once Per Rep	Acknowledgement	3/7/2008
Dublin Surgery Reps	Dublin Methodist - Product Representatives in Surgery	Dublin Methodist - Product Representatives in Surgery	I acknowledge that I have read and (if applicable) will abide by the Dublin Methodist - Product Representatives in Surgery policy.	Once Per Rep	Acknowledgement	3/21/2011
Dublin Reps	Dublin Methodist SPD - Letter to Suppliers	Dublin Methodist SPD - Letter to Suppliers	I acknowledge that I have read, understood and will abide by the OhioHealth "Dublin Methodist SPD -	Once Per Rep	Acknowledgement	4/23/2009



Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
			Letter to Suppliers," if applicable.			
All Reps	Environment of Care and Safety Training	Environment of Care and Safety Training	I acknowledge that I have read, understood and will abide by the OhioHealth "Environment of Care and Safety Training," if applicable.	Once Per Rep	Acknowledgement	3/7/2008
Grady Reps	Grady Memorial Hospital Visitor/Supplier Identification/Check-in Procedures	Grady Memorial Hospital Visitor/Supplier Identification/Check-in Procedures	I acknowledge that I have read, understood and will abide by the OhioHealth "Grady Memorial Hospital Visitor/Supplier Identification/Check-in Procedures," if applicable.	Once Per Rep	Acknowledgement	6/21/2012
All Reps	Hand Hygiene Supplier Accountability Statement 2012	Hand Hygiene Supplier Accountability Statement 2012	I acknowledge that I have read and (if applicable) will abide by the OhioHealth Hand Hygiene Supplier Accountability Statement 2012 policy.	Once Per Rep	Acknowledgement	4/16/2010
Patient Care Areas Reps	I-601-R Infection Control Program	I-601-R Infection Control Program	I acknowledge that I have read, understood and will abide by the OhioHealth "I-601-R Infection Control Program," if applicable.	Once Per Rep	Acknowledgement	9/20/2012

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
Marion General Hospital Reps	Marion General Hospital Supplier Letter	Marion General Hospital Supplier Letter	I acknowledge that I have read and (if applicable) will abide by the OhioHealth Marion General Hospital Supplier Letter.	Once Per Rep	Acknowledgement	10/22/2009
Marion General Hospital Reps	Marion General Hospital - Scrubs Policy	Marion General Hospital - Scrubs Policy	I acknowledge that I have read and (if applicable) will abide by the Marion General Hospital - Scrubs Policy.	Once Per Rep	Acknowledgement	5/28/2010
Marion General Hospital Reps	Marion General Supplier Visitation Policy	Marion General Supplier Visitation Policy	I acknowledge that I have read and (if applicable) will abide by the Marion General Supplier Visitation Policy.	Once Per Rep	Acknowledgement	10/19/2009
All Reps	MP 112 Supplier Relations Policy	MP 112 Supplier Relations Policy	I acknowledge that I have read and (if applicable) will abide by the OhioHealth MP 112 Supplier Relations Policy.	Once Per Rep	Acknowledgement	4/24/2012
Patient Care Areas Reps	MP-112G Supplier Relations for GMC Surgery	MP-112G Supplier Relations for GMC Surgery	I acknowledge that I have read, understood and will abide by the OhioHealth "MP-112G Supplier Relations for GMC Surgery," if applicable.	Once Per Rep	Acknowledgement	9/11/2011

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
All Reps	MP-197 Supplier Credentialing	MP-197 Supplier Credentialing	I acknowledge that I have read, understood and will abide by the OhioHealth "MP-197 Supplier Credentialing," if applicable. This policy defines the documentation requirements for supplier/industry representatives visiting patient care areas. Upon completing registration, the required documentation can be uploaded into the OhioHealth Supplier program by selecting the "Document Repository" link located on your Supplier Dashboard. Once in the "Document Repository", select the "Add/Edit User Document" link in the section labeled "Documents Uploaded for [your name]". Insurance information is provided by selecting the "Compliance Information" link located	Once Per Rep	Acknowledgement	3/7/2008

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
			on your Supplier Dashboard.			
Patient Care Areas Reps	OhioHealth - Riverside Methodist Hospital - Consignment Process	OhioHealth - Riverside Methodist Hospital - Consignment Process	I acknowledge that I have read and (if applicable) will abide by the OhioHealth - Riverside Methodist Hospital - Consignment Process policy.	Once Per Rep	Acknowledgement	9/11/2011
All Reps	OhioHealth Purchase Order Policy	OhioHealth Purchase Order Policy	I acknowledge that I have read and (if applicable) will abide by the OhioHealth Purchase Order Policy.	Once Per Rep	Acknowledgement	4/26/2011
OR/Surgery/SPD Representatives	Product Representatives and Loaners in	Product Representatives and Loaners in	I acknowledge that I have read and (if applicable) will abide by the Ohio Health Product Representatives	Once Per Rep	Acknowledgement	7/12/2010

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
	Perioperative Services Policy	Perioperative Services Policy	and Loaners in Perioperative Services Policy.			
Radiation Area Representatives	Radiation Safety Training	Radiation Safety Training	I acknowledge that I have read and (if applicable) will abide by the OhioHealth Radiation Safety Training.	Once Per Rep	Acknowledgement	12/20/2011
All Reps	REG-124 Confidentiality Agreement	REG-124 Confidentiality Agreement	I acknowledge that I have read, understood and will abide by the OhioHealth "REG-124 Confidentiality Agreement," if applicable.	Once Per Rep	Acknowledgement	12/20/2011
Patient Care Areas Reps	Riverside Methodist Hospital - Cath Lab Supplier Access Policy	Riverside Methodist Hospital - Cath Lab Supplier Access Policy	I acknowledge that I have read, understood and will abide by the OhioHealth "Riverside Methodist Hospital - Cath Lab Supplier Access Policy," if applicable.	Once Per Rep	Acknowledgement	7/20/2009
All Reps	Tobacco/Smoke-Free Environment	Tobacco/Smoke-Free Environment	I acknowledge that I have read, understood and will abide by the OhioHealth "Tobacco/Smoke-Free Environment" Policy, if applicable.	Once Per Rep	Acknowledgement	9/11/2011

Applies To	Document Name	Document Description	Acknowledgement Text	Company or Rep Level Document	Document Type	Last Updated
All Reps	Supplier Verification Document Competency List	Supplier Verification Document Competency List	As a supplier representative visiting OhioHealth facilities, I will download, sign, and upload to the Document Repository the "Supplier Verification Document Competency List" form into my document repository. The location to upload this form can be found under your optional documents tab.	Once Per Rep	Acknowledgement	12/20/2011
Grant Reps	Grant Medical Center Supplier Assistance Letter	Grant Medical Center Supplier Assistance Letter	I acknowledge that I have read, understood and will abide by the OhioHealth "Grant Medical Center Supplier Assistance Letter," if applicable.	Once Per Rep	Acknowledgement	10/25/2008 12:32:45 AM

EXHIBIT 3 – CHECK IN SUMMARY

**Supplier Representative  
Check-In Summary**

**☒☒ All supplier visitors require appointments.**

**☒☒ Supplier registration must be complete and current before a supplier registration badge is issued.**

**☒☒ Supplier representatives must read and acknowledge (by electronic signature) the supplier guidelines.**

**☒☒ The OhioHealth supplier badge will be valid for the day of visit and valid only for the specific area they have been authorized to access.**

**☒☒ The OhioHealth supplier badge must be visible at all times while conducting business at OhioHealth.**

**☒☒ At the end of the appointments suppliers are expected to sign-out.**

**\*If a supplier is seen without a supplier badge, they will be asked to register or asked to leave the facility.**