**PURPOSE OF POLICY**

The purpose of this policy is to define the responsibilities of vendor representatives during visits to Ellis Medicine and any of its departments and personnel.

**SCOPE**

This policy applies to all employees and medical dental staff members who deal with vendor representatives at any of Ellis Medicine’s properties for all types of goods and services including medical-surgical supplies, pharmaceuticals, food, office supplies, and equipment of any kind, as well as equipment and facility service and repair.

**DEFINITION OF TERMS**

A. **Vendor Representative**: A technical advisor, service representative, sales person, or educator who is employed by or contracted by a company, which supplies Ellis Medicine with equipment, products or services.

B. **Clinical Areas**: Clinical Areas include the Operating Room, Radiology Special Procedures, Catheterization Lab, Electrophysiology Lab, Gastroenterology, Emergency Department, Inpatient Nursing Units, and any other department that performs invasive patient procedures.

C. **RepTrax**: RepTrax is an online vendor credentialing service that vendors doing business with Ellis Medicine will be required to use. RepTrax will maintain vaccination, education and other credentialing requirements.
A. Responsibilities of the Vendor Representatives

1. All first time visits to Hospital departments or personnel must be initiated through the Materials Management Department, but excludes Engineering Contractors and business consultants designated by Hospital Administration. Visits are defined as: in-person visits; product demonstrations; and delivery of samples and orders. Subsequent visits can be arranged directly with Hospital departments or personnel within the guidelines of this policy.

2. Vendor representatives requesting access to invasive and non-invasive procedure areas must be credentialed with RepTrax PRIOR to gaining access to the Hospital. Registration information can be obtained in Materials Management or by contacting RepTrax (www.reptrax.com). Vendor representatives will have thirty (30) days from date of their first visit to register with RepTrax. FAILURE TO COMPLETE THE CREDENTIALING PROCESS WITHIN THE THIRTY (30) DAYS WILL RESULT IN REVOCATION OF ACCESS TO ANY OF THE HOSPITAL’S PROPERTIES AND CONFINEMENT TO THE MATERIALS MANAGEMENT DEPARTMENT ONLY.

3. The vendor representative will be required to register in the Materials Management Department by signing in at the RepTrax kiosk. A badge will be issued at that time, which will indicate the representative’s name and company, expiration date, and department(s) the representative is authorized to visit. The badge must be worn throughout the entire visit. All vendors must sign out of RepTrax when leaving the Hospital.

4. Product left for trial will be at no charge to the Hospital unless authorized by Materials Management prior to the start of a trial.

5. Vendor representatives must have confirmed pre-arranged appointments before coming to any Ellis Medicine facility. Vendor representatives are not allowed to visit departments or individuals without an appointment or loiter in public areas of the facilities. If a vendor representative is visiting for the first time, they are required to check in with Purchasing located at the Ellis Healthcare Center. If they do not have an appointment, the Materials Management Department will attempt to arrange an appointment for them.

6. AFTER HOURS VISITS: Only when absolutely necessary and only with the prior approval of the Materials Management Department will vendor representatives be allowed to visit the Hospital after hours or on weekends. Besides logging into RepTrax, the Materials Management Department will arrange for the vendor representative to report to Security to sign in. All vendor representatives must sign out on RepTrax when leaving the Hospital.

7. The vendor representative will contact only those departments/personnel authorized by the Materials Management Department.
8. The vendor representative will respect the privacy and confidentiality of patients, staff, and employees at all times. They will immediately leave any area when requested to do so.

9. Vendor representatives are required to obey the Hospital’s Corporate Compliance Policies. The following policies will be posted on RepTrax: Organizational Policy 9309, Anti-Kickback Guidelines for Payments, Discounts, Gifts and Meals; Organizational Policy 9641, Code of Conduct; Organizational Policy 9050, Conflict of Interest; and Organizational Policy 9100, Hospital Employee Relationships with Healthcare Vendors.

10. FAILURE TO COMPLY WITH ANY HOSPITAL POLICY WILL RESULT IN PERMANENT EXCLUSION FROM THE HOSPITAL AND ANY OF ITS PROPERTIES.

B. Materials Management Responsibilities

1. The Materials Management Department will coordinate the visits of all vendor representatives and will assist in arranging appointments with the appropriate departments and personnel.

2. The Materials Management Department will ensure that representatives are credentialed by RepTrax.

3. The Materials Management Department (via RepTrax) will provide identification badges for all vendor representatives. Engineering will provide and maintain identification badges for all contractors and service engineers.

4. The Materials Management Department will inform all representatives about this policy and will provide them with a copy. The Materials Management Department will also brief vendor representatives on Hospital policies for product evaluations, bids, purchases, returns and payments.

5. If requested by the vendor representative, the Materials Management Department may provide the names of specified departmental personnel and medical staff members.

6. The Materials Management Department will monitor the vendor representative’s visits to insure that this policy is being followed and will take appropriate action when representatives fail to comply with the Hospital.

C. Department Responsibilities

1. Departments must verify that all vendor representatives have checked in with the Materials Management Department prior to arriving in their department and are wearing the appropriate Hospital identification badge. Vendor representatives who have not checked in with the Materials Management Department must do so immediately.

2. The Department must monitor the activity of vendor representatives in their areas of responsibility and report to Materials Management any vendor representative who has violated this policy.
3. Departments can request to meet with vendor representatives in the Materials Management office on their campus if they do not want the vendor representative in their area.

D. Product Evaluation

1. All arrangements for product and equipment evaluations or demonstrations must be made by the manufacturer’s representative through the Materials Management Department. The Materials Management Department will request verification that U.S. Food & Drug Administration approval has been obtained.

2. Items appropriate for general use in the Hospital that are offered for evaluation will be referred to the Value Analysis Team for review and approval. **Exception:** Pharmaceuticals refer to the Pharmacy Department and Pharmacy & Therapeutics Committee.

3. Equipment left for evaluation, and equipment on loan, will be covered by a “no charge” Purchase Order, which will state the person who requested the item and the time period for evaluation. The vendor representative must contact the Materials Management Department before taking such equipment to any department of the Hospital.

4. All equipment to be evaluated in clinical and non-clinical areas will be checked by Bio Medical Engineering or Facilities Engineering for proper electrical safety and appropriate code compliance.

E. Vendor Representatives in Invasive, Non-Invasive, or Patient Care Areas

1. The Department Director must grant approval for vendor representatives to be present in a procedure or patient room. Only those vendor representatives that have been pre-approved by Purchasing will be allowed access to invasive, non-invasive procedure, or patient areas.

2. All visitors and healthcare representatives must wear proper surgical attire while in the surgical suite. Proper surgical attire includes:
   i. Surgical scrub pants/shirt
   ii. Surgical hair and/or beard coverings
   iii. Exposed arms must be covered in the OR suite
   iv. Surgical masks
   v. Shoe covers
   vi. Protective eye wear when directly observing surgical procedures.

3. Movement of personnel in and out of the operating room shall be kept to a minimum while the procedure is in progress.

4. The vendor representative will:
   i. Maintain the strict confidentiality of patient information as outlined in the Hospital’s Organizational Policy 9641, Code of Conduct.
   ii. Not scrub on a procedure, “lay hands on” a patient, or operate, control, or touch any equipment being used on a patient, except that, at the request of the attending physician and for the sole purpose of ensuring patient
safety, they may troubleshoot, offer advice if equipment malfunctions, calibrate or program equipment, and provide any other technical support needed to ensure that equipment functions safely.

iii. Adhere to Infection Prevention and Control policies and procedures.

iv. Present and wear identification at all times.

v. Adhere to established traffic patterns with the surgical suite

vi. Be quiet during induction of anesthesia and keep talking to a minimum and related to the procedure in progress.

vii. Leave the procedure room immediately if requested to do so.

viii. Silence their Cell Phones.

ix. Not leave the OR during the procedure to take calls unrelated to the procedure being performed.

5. The physician and surgical staff will receive sufficient training to safely operate the equipment prior to allowing its use in the procedure room.