

# VENDOR MANAGEMENT CREDENTIALING SYSTEM

Visitation by Sales Representatives is by Appointment  
Questions can be directed to Purchasing at **847-618-5700**

## **Responsibility of Sales Representatives:**

While many vendors visits are with Supply Chain Management staff, we recognize that occasionally it is helpful for vendors to call on non-Supply Chain Management staff. Vendors should respect the true mission of Northwest Community Healthcare (NCH) employees and clinicians, and work to eliminate any unnecessary intrusions.

Business between all parties will be conducted in accordance with the highest ethical standards of the medical and business professions with special attention to the care, sensitivity and safety of patients and staff.

This applies to the main campus with the exception of leased physician offices in the Busse Center.

Pharmaceutical sales representatives providing educational training or product in-services will be directed to the Director of Pharmacy or Clinical Pharmacy Manger in advance. All other requests for product in-service will be directed to the Value Analysis Coordinator.

Vendors are required to make appointments in advance with any and all NCH staff. Each appointment authorization is for that appointment only, and does not provide authorization to visit any other areas of the hospital or meet with any other staff.

The vendor may attend the meetings of medical groups or departmental committees only with the invitation of the Chair, or assigned designee. Contact with the medical staff shall be on an appointment basis only.

A vendor may not have any contact with a patient without the prior approval of the attending or consulting physician. NCH Nurse Representative must be present at all times. The vendor may not make any notations in the patient's medical chart. Vendors that have exposure to or utilize patient protected health information (PHI) will adhere to NCH guidelines relative to HIPAA (45 CFR 160) including, but not limited to, signing the appropriate Business Associate agreement and/or Confidentiality Agreements.

## Surgical and Procedural Suites

All requests for entrance of new services, supplies or equipment to procedural areas or the surgical suite must secure written authorization through the Value Analysis Team and receive approval prior to scheduling the procedure. Please allow a minimum of 2 to 3 weeks for review.

It is the vendor and physician's responsibility to utilize only products that are FDA approved.

## Obtaining Access to a Procedural Area or Surgical Suite

Requests that a vendor have access to a procedural area or the surgical suite must be made by a physician on staff at NCH and will need to be approved by the Leadership Team of the area or the Vice President of Surgical Services. Vendors that are issued an NCH ID badge are still required to utilize and log in and out of the vendor credentialing system.

All vendors entering a procedural area or the surgical suite are required to check in with the charge person in that area. Vendors that are visiting for the entire day or that have an NCH issued ID badge are allowed to wear non-disposable clean/unsoiled NCH surgical scrubs and return them after use. Vendors visiting for a partial day or who do not have an NCH issued ID badge must wear disposable blue scrub top and pants. All vendors are required to wear a white hair cover, enclosed toe shoes, shoe covers and a disposable mask that covers the nose and mouth completely.

When present in a procedural area or the surgical suite, the vendor must coordinate his/her activities/responsibilities with the RN circulator.

Vendors are not allowed to participate in direct patient care activities and are not allowed to open sterile supplies onto the sterile field.

Vendors are not allowed to solicit physicians to utilize products while in a procedural area or the surgical suite.

***Any vendor who brings a supply or equipment into NCH without proper authorization or approval per contract will consider such items as a no cost contribution to the hospital.***

## Bringing Supplies into NCH

All equipment or supplies must be in the Sterile Processing Department no later than 24 hours before the scheduled case.

All instrumentation and trays should be brought simultaneously and each should be labeled with the surgeon's name, procedure and date of the procedure.

The vendor is responsible for moving all trays, unused implants or supplies from the Sterile Processing Department within 24 hours after completion of the case and appropriate decontamination.

Storage of instrumentation or trays for future cases will be at the discretion of the manager of the Sterile Processing Department.

Please note that Northwest Community Hospital will not reimburse freight charges or delivery-type fees for rental/loaners associated with borrowed instruments, implants, surgical suite equipment and disposables.

NCH will not reimburse vendor for equipment damaged or broken during the routine course of a procedure unless the damage is due to gross abuse or negligence on the part of an NCH employee and the vendor provides written documentation as such.

## Pharmaceutical Sales and Representatives

The Pharmacy Department is the initial point of contact for pharmaceutical sales representatives.

All requests for meetings on NCH property, excluding private physician's office leased from NCH, must first be approved by the Director of Pharmacy or the Clinical Pharmacy Manager.

Following approval by pharmacy leadership, sales representatives will be approved in the Vendor Credentialing System on a limited basis to cover the extent of sales call, education session, or other defined event.

Pharmaceutical sales representatives will meet all requirements of vendors/representatives outlined in the Vendor Credentialing System including registration at VCAM Kiosk, wearing badge at all times during visitation and any other credentialing required for accessing clinical areas [ex. Vaccination].

Pharmaceutical Sales Representatives who are found on NCH property for the purpose of a sales call not approved by pharmacy leadership as outlined above will be subject to disciplinary guidelines outlined below.

## General Sales

The Purchasing Department is the initial point of contact for sales representatives for new products or services.

Department Manager will be responsible to coordinate appointments as needed and to ensure the sales representative has checked into VMCS and is wearing proper identification. Sales representative needs to sign into VMCS upon arrival and display the badge. Upon departure, complete VMCS check out procedure.

Equipment, services or supplies require a purchase order issued by the Purchasing Department to receive payment. No order should be accepted from any hospital employee without a purchase order. We do not accept C.O.D. shipments.

We require payment terms of Net 45 days, and it is our practice to pay invoices promptly to secure favorable discount terms. Invoices require a valid purchase order number. Some entities at NCH are tax exempt. A copy of IRS form W-9 is available upon request.

All deliveries are to be made to the Receiving Department dock between 6 a.m. and 4 p.m. Monday through Friday. A packing slip referencing the purchase order number must accompany each shipment.

## Visitation Guidelines by Facility

Although each facility is unique, vendor should comply with the following general instructions for visiting all NCH facilities:

- All appointments must be made by telephone in advance. Unexpected visits will not be accepted.
- Sales appointments and check-in will not begin earlier than 7:00 a.m. or later than 5:00 p.m. After hours' visits are prohibited unless authorized in advance.

- Upon the vendor's arrival, but before meeting their appointment, the vendor must check in at the appropriate location using the VMCS.
- Vendor's not wearing an ID badge will be returned to the check-in location.
- When the vendor's visit is over, vendor will sign out and destroy the paper badge.
- Vendors are allowed to park on the 4th and 5th floors of the parking garage located near entrance number 4.

## Violations

The intent of this policy is to strictly enforce this procedure, violations will result in disciplinary actions up to and including revocation of access to NCH.

## Definitions:

**Sales Calls** are conducted by vendor purely to show products or to discuss services offered to

NCH by appointment only. There is no patient contact. These calls may be redirected to the Purchasing office. The vendor should check in at the entity being visited. This vendor is subject to all competency and qualification requirements.

**Account Support** visits are conducted by vendor to provide support for product issues or to provide services already contracted for. There is minimal patient contact supervised by an employee of NCH. This vendor is subject to all competency and qualification requirements.

**Clinical Support** visits are conducted by vendor to provide expertise in product knowledge or services rendered that may be in patient areas. These vendors are typically invited into the hospital by a licensed independent practitioner to provide treatment or services to patients. These vendors act under the direction of NCH employees in all situations including all emergencies (code red, etc.)