



# Administrative and Operational Policies and Procedures

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<b>Section:</b>	Supply Chain	<b>Date Reviewed:</b>	November 21, 2022
<b>Title:</b>	Vendor Guidelines	<b>Date Revised:</b>	March 19, 2022
<b>Regulatory Agency:</b>			

## I. POLICY:

Children's Vendor Guidelines promote quality patient care and confidentiality by monitoring access of vendor representatives to Children's facilities and personnel. These measures help safeguard the privacy of our patients and maintain the safety and security of our facilities.

Definition: A vendor is defined as any sales or service professional not employed by Children's who represents a company to healthcare clients (physicians, nurses, buyers, etc.), providing products/services to or receiving payment from Children's. This policy applies to vendors in the following categories:

- Healthcare Industry Representatives (HCIR)
- Manufacturers
- Distributors
- Suppliers
- Delivery companies
- service companies
- General Service Contractors
- construction Contractors

These representatives can generate sales, perform demonstrations of products, assist with problem solving, advise clients or conduct other duties i.e., delivery of products within the hospital buildings.

## II. PROCEDURE:

### A. Appointments

1. Vendors are required to register with Symplr, Children's selected [Vendor Management System](#) and complete all credentialing requirements. Refer to [Vendor Tiers and Credentialing Guide](#) as a resource for vendor credentialing requirements.
2. Employees should meet with vendor representatives by approved appointment only.
3. If vendors arrive without an appointment, they may be turned away.

### B. Sign-In Procedure

1. Upon arrival at one of the Children's hospital facilities or the Children's Support Center,

vendor representatives will be required to show proof of their Symplr registration, submit to a health screening as necessary and check-in with security or designated staff.

2. Any vendor who is visiting on a one-time basis or cannot provide proof of their Covid 19 vaccine status will be required to wear a well-fitting mask at all times while on Children's property and wear their visitor identification sticker/badge provided by Security
3. Once the appointment/Symplr registration is verified, the vendor representative will be issued a temporary identification sticker/badge
4. If the vendor will be visiting Children's multiple times and does not have an active account with Symplr, they will be given information on how to create an account. One-time access to a Children's facility without a Symplr account (with an approved appointment based on specific department procedures) will be granted as long as the vendor agrees to wear a well-fitting mask at all times while on Children's property but they will be required to register with Symplr for future visits. If a vendor has questions, they may contact Symplr directly at (281) 946-8300 or by emailing [support@symplr.com](mailto:support@symplr.com).
5. The Children's employee with whom the appointment has been prearranged, or a designee, should meet the vendor representative at the sign in location, and escort them to the meeting place.
6. Vendor representatives should not have direct contact with patients while visiting any Children's facility unless prior arrangements have been made with a Children's representative. If a vendor representative refuses to comply, Children's employees are encouraged to call Security and report the occurrence to the Supply Chain representative.
7. At the conclusion of the visit, the vendor representative must sign out and exit the premises immediately.
8. When visiting one of our neighborhood locations, Marcus Autism Center or one of our surgery centers, sign in with the receptionist or front access staff. Vendor representatives may be issued a Children's badge, or you may be asked to display their company badge.

### **C. Vendor Identification**

1. Vendor representatives are required to wear their identification sticker/badge (their company and their Symplr Identification sticker), above the waist, at all times while on Children's property.
2. Vendor identification stickers/badges are valid only for the department(s) in which appointments have been made, and only on the date of the appointment(s).
3. At the conclusion of the visit, the vendor representatives who have day badges must sign out and exit the premises immediately.
4. Children's employees including clinical, business and leadership personnel should decline to meet with any vendor representative that does not have a vendor identification badge and should escort the representative(s) to the sign in location. If a vendor representative refuses to comply, Children's employees are encouraged

to call Security and report the occurrence to the Supply Chain representative.

5. The vendor representative should abide by any other guidelines or policies that are specific to the department they are visiting. Refer to Environment of Care policy [2.25 Vendor/Contractor Control](#).

#### **D. Deliveries**

All deliveries of medical supplies and equipment must be made to Children's Central Warehouse or to the receiving dock of one of Children's hospital locations. Deliveries during Supply Chain Distribution hours must involve Supply Chain. Deliveries outside of Supply Chain Distribution hours must involve Security personnel.

1. Delivery personnel arriving at the main entrance to a Children's facility should report to the Security Desk. A Guest Services representative will contact the Children's employee to come and receive the delivery, as appropriate. Food delivery people may not go beyond the Security Desk.
2. Vendors delivering items to Surgical Services for a surgical case should contact Sterile Processing to arrange for a delivery time and location.
3. Anyone not wearing a Symplr or Children's identification badge who reports to the loading dock must be met by Children's staff; any non-badged person wishing to go beyond the loading dock should be directed to check in with Security Services at the main entrance, as described above.
4. Certain temperature sensitive products (i.e. blood, factor replacement, human tissue) may be delivered directly to the Lab. Delivery personnel are required to register with Security before proceeding to the Lab.
5. For emergency deliveries (i.e. OR, grafts), the Supply Chain Buyer will work with the end user, vendor and Campus Supply Chain to ensure that timelines are met, and proper documentation occurs.

#### **E. Delivery Personnel**

1. All deliveries of medical supplies and equipment must be made to Children's Central Warehouse or to the receiving dock of one of Children's hospital locations. Deliveries during Supply Chain Distribution hours must involve Supply Chain. Deliveries outside of Supply Chain Distribution hours must involve Security personnel.
2. Delivery personnel arriving at the main entrance to a Children's facility should report to the Security Desk. A Guest Services representative will contact the Children's employee to come and receive the delivery, as appropriate. Food delivery services may not go beyond the Security Desk.
3. Vendors delivering items to Surgical Services for a surgical case should contact Sterile Processing to arrange for a delivery time and location.
4. Anyone not wearing a Symplr or Children's identification badge who reports to the loading dock must be met by Children's staff; any non-badged person wishing to go beyond the loading dock should be directed to check in with Security Services at the

main entrance, as described above.

**F. General Service Contractors**

1. The Children's department (i.e., Engineering, Clinical Engineering) will register the contractor in Workday and then Security Services with the contractor's name, company, date, and project area.
2. Security Services will issue contingent worker badges that must always be worn while on Children's property.
3. Engineering contractors must first coordinate visits to any Neighborhood location with the Engineering Department at The Support Center. Engineering and Security Services will coordinate work with the Neighborhood Location Site Leader.
4. Contractor visits to other areas should comply with department vendor guidelines, if applicable.

**G. Construction Contractors**

1. Refer to Administrative and Operational policy [5.03 Contractor and Sub-Contractor Requirements for Hospital Construction Projects](#)
2. Any construction or construction related work for the System will typically be coordinated through the Planning, Design & Construction department. Once the contractor is entered into Workday, Security Services will issue contingent worker identification badges at the direction of Planning, Design & Construction.
3. Planning, Design & Construction should indicate the anticipated expiration of badges for construction contractors.
4. Contingent worker badges should be returned to Security Services at the end of the construction project engagement.
5. All contractors and contingent workers should follow the hospital guidelines established for each project. These guidelines would include safety and security issues.
6. All contractors and contingent workers performing work on a hospital campus or at The Support Center should check in with Security Services, Engineering and Planning, Design & Construction department, as appropriate, and follow the guidelines as profiled above.
7. Contractors and others performing work at a Neighborhood location should check in with the Site Leader.

**H. Presentation of Products, New Product and Product Samples**

All new products or equipment for patient care are subject to Administrative and Operational policy [1.65 Introduction of New Medical Devices, Products and Equipment](#).

1. New products or equipment for patient-care use, including items donated and items for purchase, should be reviewed and approved by the appropriate Value Analysis

committee.

2. Written authorization and issuance of a no-charge purchase order is required to install, or service medical products or equipment approved for evaluation, research, or donation.
3. All medical equipment remaining at Children's for an extended period of time, for any purpose must first be inspected by clinical engineering and display a clinical engineering inspection sticker. Clinical engineering must be notified in advance of removing any equipment from a Children's facility.
4. Vendor representatives may not leave medical equipment or any other medical items for unauthorized product evaluations.
5. All drugs will be reviewed and approved through the Children's Pharmacy, Nutrition and Therapeutics Committee.

#### **I. Education and Training Sessions**

Children's department Managers or educators should coordinate all clinical in-service education with vendor representatives. The education should be scheduled in advance to accommodate various shifts.

It is the vendor's responsibility to use Children's education roster, ensure that all Children's staff in attendance sign the roster to document attendance, and provide a copy of the roster to the department Manager or Educator.

#### **J. Correspondence**

Vendor representatives and Children's employees should direct all correspondence related to contracts, quotations, requests for evaluating products, prices, loaner equipment, etc. to the department's designated Supply Chain Sourcing Specialist or to [supplychainvendors@choa.org](mailto:supplychainvendors@choa.org).

Discussions with vendors should focus on product information, product specifications, and product issues. Children's department representatives should not discuss price or statistics with vendors. In addition, Children's department representatives should not commit or obligate the organization to any purchase, product or vendor changes without their designated Sourcing Specialist's involvement.

#### **K. Conflict of Interest and Gifts**

Acceptance of gifts, with the exception of advertising novelties, is prohibited at all times. Refer to Administrative and Operational Policies [10-25 Gifts and Business Courtesies - Vendor and Referral Sources](#) and [1.05 Standards of Conduct](#).

### **III. Corporate Compliance and Legal Services**

The Children's corporate compliance office makes the **Children's Standards of Conduct and Fraud, Abuse and False Claims Policy** available to all vendors.

As required by federal and state law, Children's requires its vendors to check its officers

and directors and those of its employees' providing services to Children's against the government watch lists monthly. This is mandated by law to ensure that these individuals are not excluded from participation in federal or state programs. Children's makes a software program available to its vendors to check all the lists quickly and efficiently for potential matches.

Vendors are prohibited from providing gifts or business courtesies to our departments, employees or employee families. Examples of items that vendors should not supply include:

1. Cash or cash equivalents (gift cards or certificates)
2. Food
3. Discounts
4. Tickets, passes or fees for sporting events, concerts, theatre performances and more
5. Transportation or accommodations at a rate less than fair market value, including use of vacation homes, residences, overnight lodging, recreational facilities or vehicles
6. Payment for continuing education
7. Direct funds for conferences

These may be perceived as incentives to influence decisions and as such may violate federal and state laws.

Employees who solicit or accept gifts or business courtesies as defined above or violate any other policies and procedures are subject to an internal discipline process. Report any such incidents in confidence at **choa.alertline.com** or by calling 877-373-0126.

#### **IV. EXCEPTIONS:**

Exceptions to these guidelines may be granted for certain vendor representatives and/or under certain circumstances, which may include, but are not limited to the following:

##### **A. Frequent Flyer Badges Requests**

Under certain circumstances, Security may coordinate with Supply Chain to issue an annual vendor identification badge (Frequent Flyer Badge). To request an annual badge from a vendor representative, the following parameters must be met:

- a) Department director should contact the Supply Chain representative with the request and supporting information.
- b) The vendor must be registered and compliant with Symplr requirements.
- c) If approved, the Supply Chain representative will notify Security and request the Frequent Flyer Badge.
- d) The vendor should check with Security when they sign in, to see if their

badge has been approved.

- e) The Frequent Flyer Badge applies only to department(s) specified by the requesting director.
- f) The expiration date of the Frequent Flyer Badge will be a maximum of 12 months from the date of issue, or a custom date may be entered based on the need. The expiration date may also be determined by the vendor's required immunizations, certifications, required signatures, US Department of Justice National Sex Offender Registry status, changes to the criminal background check or changes to the OIG watch list status of themselves or their company, etc. Children's reserves the right to cancel or disable a Frequent Flyer or Contractor badge at any time.

## **B. Delivery Personnel**

- a) All deliveries of medical supplies and equipment must be made to Children's Central Warehouse or to the receiving dock of one of Children's hospital locations. Deliveries during Supply Chain Distribution hours must involve Supply Chain. Deliveries outside of Supply Chain Distribution hours must involve Security personnel.
- b) Delivery personnel arriving at the main entrance to a Children's facility should report to the Security Desk. A Guest Services representative will contact the Children's employee to come and receive the delivery, as appropriate. Food delivery services may not go beyond the Security Desk.
- c) Vendors delivering items to Surgical Services for a surgical case should contact Sterile Processing to arrange for a delivery time and location.
- d) Anyone not wearing a Symplr or Children's identification badge who reports to the loading dock must be met by Children's staff; any non-badged person wishing to go beyond the loading dock should be directed to check in with Security Services at the main entrance, as described above.

## **C. Administrative Visitors**

1. Administrative departments should coordinate visits to their areas.
2. Administrative visitors should sign-in and receive a Children's Visitor badge.
3. An administrative representative or Security Officer will escort the administrative visitor to and from their scheduled appointment.
4. The badge should be returned when the administrative visitor departs from the hospital or The Support Center.

## **D. Volunteers**

Refer to Administrative and Operational policy [1.13 Volunteer Services](#)