

# A guide to vendor access

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## Your business interactions with Children's Healthcare of Atlanta



**Children's**<sup>SM</sup>  
Healthcare of Atlanta  
*Dedicated to All Better*

### Dear vendor,

We look forward to forging a mutually beneficial relationship with you. In order to have a successful partnership, we request that you review the Children's Healthcare of Atlanta policies and procedures governing vendor access to our system. These measures help safeguard the privacy of our patients and maintain the safety and security of our facilities. The enclosed information outlines our policies and procedures in greater detail.

We want to work with our vendors to provide patients at Children's with the finest services and products available.

Contact the Children's supply chain department at [supplychainvendors@choa.org](mailto:supplychainvendors@choa.org) for more information.

Sincerely,

A handwritten signature in black ink that reads "Donna Rinderle".

**Donna Rinderle**

Director, Supply Chain

A handwritten signature in black ink that reads "Ellen Light".

**Ellen Light**

Vice President, Chief Compliance Officer

Children's is committed to ethical, legal business practices and stewardship of funds. Within this framework, our mission is to provide quality services, supplies and equipment at the best possible cost.

### Appointments

Vendors will be required to register with Symplr and have a confirmed appointment prior to visiting our facility. If you arrive without an appointment, you may be denied access and will be required to schedule an appointment. Appointments should be requested through the Direct Appointment Request Tool (DART) provided by Symplr.

You will meet with staff at Children's in the appropriate administrative office spaces unless otherwise requested by the Children's employee with whom you are meeting and all required credentialing is documented in Symplr. Visit [choa.org/vendors](http://choa.org/vendors) to review Children's credentialing requirements.

Vendors must park in designated areas only. Do not park in loading docks or other service areas.

### Sign-in procedure

Upon arrival at one of the Children's hospital facilities or the Children's Office Park, you will be required to sign in at the vendor check-in kiosk located near security.

Your appointment will be verified, and you will be issued an identification badge. You are required to wear the identification badge above your waist at all times while on the property.

You may be escorted from the sign-in location to your appointment. After your appointment, you must sign out and exit the premises immediately.

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. They will document your appointment. You may be issued a Children's badge, or you may be asked to display your company badge. Visit [choa.org/vendors](http://choa.org/vendors) for more information.

## Facility-service contractors

Facility-service and construction contractors must contact the campus facility engineering manager or campus facility director for specific site orientation and guidelines prior to an on-site visit.

## Presentation of medical products or samples and value analysis

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.

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.

All medical equipment remaining at Children's for a 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.

You may not leave medical equipment or any other medical items for unauthorized product evaluations.

All drugs will be reviewed and approved through the Children's Pharmacy, Nutrition and Therapeutics Committee.

## Pharmaceutical and surgical services representatives

Pharmaceutical representatives must comply with the Children's **Conduct of Pharmaceutical Sales Representatives Policy**.

The Children's surgical services department leadership approves all vendor representative visits to the department. In addition to signing in at the kiosk as they enter a Children's hospital facility, vendors will register their arrival at the Children's sterile processing unit. Credentialing requirements for surgical services vendors are specific. Vendors should review and comply with all **surgical services vendor guidelines**.

## 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 on a monthly basis. 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:

- Cash or cash equivalents (gift cards or certificates)
- Food
- Discounts
- Tickets, passes or fees for sporting events, concerts, theater performances and more
- Transportation or accommodations at a rate less than fair market value, including use of vacation homes, residences, overnight lodging, recreational facilities or vehicles
- Payment for continuing education
- 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](http://choa.alertline.com) or by calling 877-373-0126.

## Confidentiality

In order to support patient confidentiality, you will be asked to sign a business associate agreement if you will have access to patient information.

## Purchase orders

The Children's supply chain department is the authorized purchaser of supplies, equipment and selected services for Children's. The purchase order becomes the contract document and contains Children's terms and conditions.

You can view these terms and conditions at [choa.org/vendors](http://choa.org/vendors). Products or equipment delivered without a valid purchase order may be considered a donation to Children's or may be returned at the vendor's expense.

## Invoices

To facilitate payment, invoices should include:

- Purchase order number
- Addressee's name as it appears on the order
- Freight on board (FOB) destination
- Payment terms
- Current W-9 (updated 2011)

Original invoices for Children's should be sent to:

Children's Healthcare of Atlanta  
Accounts Payable  
P.O. Box 29693  
Atlanta, GA 30359

Original invoices for Hughes Spalding hospital should be sent to:

Children's Healthcare of Atlanta  
Hughes Spalding hospital  
Accounts Payable  
P.O. Box 98052  
Atlanta, GA 30359

To avoid delays in payment, orders sent in two or more separate shipments should have a separate invoice for each shipment.

Children's will not be responsible for any late payments, service charges or any consequence related to delayed payment if invoices are not addressed as indicated in this section.

## Delivery of items

Deliveries of medical supplies and equipment should be made to the location listed on the purchase order.

The Children's Distribution Center is located at:  
Children's Healthcare of Atlanta Distribution Center  
375 DeKalb Industrial Way  
Decatur, GA 30030

Visit [choa.org/locations](http://choa.org/locations) for directions to all Children's locations. Deliveries to hospital campuses must be coordinated with a supply chain or security personnel.

Identify all shipments by displaying the Children's purchase order number on the packing slips as well as on the containers.

Certain temperature-sensitive products, such as blood, factor replacement and human tissue, may be delivered directly to the lab. Delivery personnel are required to register with security before proceeding to the delivery location.

## Education and training sessions

On-site training staff identified by Children's must coordinate all clinical in-service education. The education should be scheduled in advance to accommodate various shifts. It is the vendor's responsibility to use Children's education roster and have all staff document attendance by signing the roster.

## Quotations and proposals

Quotes and proposals for supplies, equipment and services should be requested and processed through the supply chain department. Pricing information should only be discussed with the supply chain department, unless a budgetary quote for a future year capital purchase is requested. Failure to follow this directive may result in exclusion from a request for proposal or engaging in business with Children's.

Vendor representatives who violate our policies and procedures will be subject to some or all of the following actions:

- Written notice to representative
- Notification to corporate supervisor
- Temporary or permanent restrictions to access privileges
- Termination of future business