



PURPOSE:

To establish a protocol for activities among vendor representatives, hospital staff, and physicians throughout DRMC-owned facilities consistent with hospital policy to assure the safety and security of our environment, the confidentiality of protected patient information, and the continuity of quality patient care and services.

DEFINITION:

Vendor Representative: A bona fide representative of a company providing goods or services to the healthcare industry for the purpose of profit; vendors with contracts or services for construction and administrative services are excluded from this policy unless otherwise directed to comply.

POLICY:

DRMC management, security, physicians, and hospital staff are responsible for cooperating with and enforcing the vendor visitation policy. Any violation of policy is subject to disciplinary action. Vendors are required to adhere to our Vendor Visitation/Display Policy and the Vendor Expectations Agreement that is reviewed and signed at the time of initial registration in Materials Management. Department staff is aware that they are not required to see vendors and are required to refuse any vendors not displaying an authorized DRMC vendor tag. If a representative refuses to comply, contact Security and/or the Materials Management department.

GENERAL PROCEDURES:

1. All new vendor representatives register with the Materials Management/Purchasing Department at the West Unit prior to conducting business at any DRMC-owned facility. This includes DRMC physician practices, clinics, East, or any off-campus departments. By completing the vendor registration process and signing the Vendor Expectations Agreement, the individual agrees to comply with all the rules and regulations set forth in this and any other applicable organizational policy or directive.
2. All representatives, in order to be approved and to continue doing business at DRMC, provide current registration data to the Materials Management Department.
3. Vendors who are listed as an excluded vendor by the Office of the Inspector General are not approved as a business partner of DRMC.
4. Vendor representatives conduct routine business at DRMC during Materials Management's normal business hours, 0700 – 1630 Monday thru Friday.
5. Upon arrival and departure, vendors are required to check in with the Materials Management/Purchasing Department and obtain an authorized vendor tag. Vendors are required to display this tag while on the premises. The tag is surrendered immediately upon departure from the facility to Materials Management.
6. Under no circumstances are vendors allowed to proceed directly to departments in the hospital. Furthermore, vendors are not permitted to conduct business in public access areas (i.e. atrium, cafeteria, elevators, hallways, etc.) except for approved vendor display area. Vendors are not allowed to enter patient care areas without specific permission from an authorized department representative. While in patient care areas, the vendor is accompanied by a DRMC employee at all times and follows any internal policies of that department.
7. Off-Hours Vendor Visitation: Representatives with scheduled and/or urgent activities at the East or West Units before/after normal business hours (0700 – 1630, Monday – Friday) are required to report to the respective Switchboard area for registration upon arrival and before departure from the facility. Switchboard staff notifies Security who coordinates representative access to authorized areas. The department staff requesting the off-hours visit contacts Security to notify them of the representative's estimated time of arrival, purpose, etc. Operational departments requiring off-hours support provide staff to cover the department to coordinate representative activities.



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8. Vendors park in designated areas and abide by the facility's parking regulations. A DRMC parking map is provided outlining designated parking areas.
9. Gifts and Gratuities: Medical staff, employees, aka "covered persons" do not accept gifts, services or other things of value that may influence decisions made on behalf of DRMC. Covered persons may accept gifts from vendors and patients/families that have a nominal value. (See DRMC Compliance Policy, Code of Ethical Business Conduct)
10. The Materials Management Department is responsible for the negotiation and procurement of medical/surgical supplies, equipment, and services at DRMC. Medical/surgical representatives are required to discuss products and services with Materials Management staff to determine opportunities at DRMC. Materials Management collaborates with hospital staff and coordinates further discussion if deemed appropriate. Departments contacted directly by vendor representatives refer the contact to Materials Management to collaborate and coordinate further discussion.
11. Vendor representatives are encouraged to schedule and to confirm appointments in advance. Materials Management is not responsible for contacting individuals at the request of representatives for appointment scheduling. Department staff notifies the Materials Management department secretary via phone, e-mail, etc. in advance regarding scheduled appointments with vendor representatives to facilitate the vendor registration process.
12. Supplies and/or equipment are not to be left for evaluation without the following:
 - authorized purchase requisition,
 - no-charge purchase order
13. All equipment/supply requests are coordinated through the Materials Management Department and received by the Receiving area. Equipment/supplies furnished by the vendor have current (as applicable) FDA approval, be within the product expiration date, and are in a clean, sterile (as applicable) and unopened condition at the time it is brought into the hospital. All clinical equipment is inspected by the appropriate DRMC department (i.e. Bio-Med, Building & Grounds) and inspected for electrical safety prior to use.
14. DRMC assumes no responsibility for supplies or equipment left by vendors in the organization for the purpose of evaluation. It is the responsibility of the vendor, unless agreed to by the Materials Management department, to deliver, install, and remove the equipment or supplies upon completion of the evaluation.
15. Supplies/equipment shipped by vendors and/or brought into the facility and furnished to operating departments by representatives without obtaining prior approval from the department director, manager, and/or an authorized purchase order from Materials Management is deemed to be "no-charge" items.
16. To ensure that consignment inventories are accurately documented and kept up to date, a purchase order authorized by Materials Management is required for all consignment products. DRMC is not be liable for consignment products left on the premises without purchase order approval.
17. DuBois Regional Medical Center permits scheduled use of designated areas within the facility for the purpose of vendor displays.
18. Vendor service representatives performing contracted and/or time and material maintenance services on equipment are required to follow this policy. All services performed are documented and a report provided to the Materials Management Department. All time and material service are authorized by a DRMC purchase order. Billable service is subject to specific dollar limit approval by Materials Management prior to service performance.
19. Any educational sessions, including programs sponsored by pharmaceutical companies to which physicians are invited for DRMC Medical Staff are to be coordinated through the Medical Staff Librarian, not through individual physicians.



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PHARMACEUTICAL REPRESENTATIVES:

1. Educational in-services related to pharmaceuticals for operational department staff are subject to specific prior approval by the Pharmacy. Representatives and/or department staff contacts the Pharmacy to discuss educational requirements. If approved, in-services are coordinated by the Pharmacy and Organizational Development.
2. The Pharmacy is responsible for the procurement of pharmaceuticals at DRMC. The Pharmacy reviews bids on a regular basis for various products. The bids are evaluated and subsequently awarded to the successful bidder. When this occurs, representatives who are not the successful bidders are requested not to approach physicians on an individual basis and request them to reverse the decision made by the hospital.
3. Pharmaceutical representatives visiting DRMC medical practices follow the medical practice's departmental procedures. (See Procedure for Pharmaceutical Representatives in DRMC-Owned Medical Practices)

PROCEDURE FOR VENDOR DISPLAYS WITHIN THE MEDICAL CENTER:

1. A fee of \$50.00 per display, payable in advance is required. Payment for all displays is due by the end of February each year. The \$50.00 fee is nonrefundable and it may not be applied to a future display. Checks should be made payable to:

**Administration
Medical Education Fund
DuBois Regional Medical Center
P. O. Box 447
DuBois, PA 15801-0447**

2. Checks may be given to the Executive Secretary in Administration who, in turn, forwards the check to the Accounting department for deposit.
3. Only one representative per company is permitted to be present during the display at a time. If two representatives from the same company are present, the display fee for the day is \$100.00. The only exception is when the representative's immediate supervisor accompanies them on a visit.
4. No more than five (5) displays per representative per year are scheduled.
5. Upon arrival at the hospital, representatives are required to check in with the Materials Management Department and obtain a vendor tag.
6. For convenience, a table and chair are provided by the hospital. The representative is responsible for setting up and putting away the table and chair.
7. Representatives are not permitted to sit in the Medical Staff Lounge and socialize with physicians. The Medical Staff Lounge is considered a private area for physician use only.
8. Representatives are responsible for providing/purchasing their own coffee. The refreshments in the Medical Staff Lounge are for physicians only.
9. Representatives are not permitted to put any type of advertisement for their company, leave sample products or information on seminars in the Medical Staff Lounge. Items requested by the physicians to be placed in their mailbox are left with the Librarian in the Professional Library.
10. Representatives are not permitted to stand outside the entrance and stop physicians on their way in or out of the hospital.
11. Representatives are limited to the Pharmacy, Materials Management, and the assigned display area. Representatives are not permitted to visit the nurse's stations or any other area of the hospital. If this occurs, the representative will forfeit all future displays at the hospital.



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12. Displays are permitted 0700 – 1100 Monday through Friday.
13. Pharmaceutical products presented during vendor displays within DRMC are subject to approval by the Pharmacy. Drug vendors are only permitted to display products that are or will soon be on the Hospital Formulary. Representatives notify the Pharmacy prior to the display to assure the item(s) are authorized for display.
14. Representatives who do not abide by the medical center's guidelines are not permitted to schedule future displays.
15. Noise should be kept to a minimum during displays.
16. DRMC reserves the right to approve or disapprove the type of product to be displayed.