Policy AD421

Subject	AD421 - Vendor Access		
Category / Section	Administration / Supply Chain Services		
Owner	Director of Supply Chain Services		
Reviewer(s)	Dir - HVI Procedure Ctr, Dir - Periop Svcs & Ortho SM, Dir - RMH Prim Care&Spec Svcs		
Effective Date	07/05	**Review Frequency**	3 Years
Approval Date	10/24/2020		

Scope of Policy/Procedure *(applies to entities/locations marked below)*					
	This document applies to **all** entities/locations listed below				
Hospitals		**Ambulatory/Off-Campus locations**		**Other Carle Entities**	
	All Carle Hospitals listed below:		All Carle ambulatory/off-campus locations listed below:	X	All other Carle entities listed below:
X	Urbana (CFH)	X	CFH/CPG ambulatory locations *(also includes Home Health, Therapy Services, Medical Supply, Danville Surgicenter, Specialty Pharmacy)*		Arrow Ambulance, LLC
X	Carle Hoopeston Regional Health Center (CHRHC)	X	CHRHC ambulatory locations *(includes, CARMC, Cissna Park, Danv-Fairchild, Mattoon-Hurst, Milford, Rossville, Tuscola, Watseka)*		Carle Retirement Centers *(Windsor of Savoy & Windsor Court)*
X	Carle Richland Memorial Hospital (CRMH)	X	Champaign SurgiCenter, LLC		Health Alliance Medical Plans
	Carle Eureka Hospital (CEH)	X	Administration Building locations (includes Carle at the Fields)		
	Carle BroMenn Medical Center (CBMC)		Carle West Physician Group (CWPG)		
		X	CRMH Ambulatory locations (includes Bridgeport, Newton, West Salem, Olney, Specialty Services)		
	Scope Exclusions *(Mark this box and enter any departments or locations within a marked entity that are exempt from the policy/procedure.)*				

Attachments

Release of Liability – AD421A

Carle Foundation Hospital & Foundation Affiliates Confidentiality Agreement – AD421B

Pharmaceutical Sales Representative Visiting Guidelines for Off-Site Locations – AD421C

Purpose

A. Carle Health acknowledges the legitimate service and educational roles of the vendor representative to the health care community yet recognizes a responsibility to its staff and patients to provide structure and order with regards to vendor activities. The representation of products and services at Carle is a **privilege**, not a right.

Definitions N/A

Statement of Policy

A. All vendor representatives are expected to handle themselves in a professional manner.
B. All vendor representatives are required to respect Carle's policies on Infection Control and Safety. No representative will be allowed access if they have signs or symptoms of any contagious illness.
C. All vendor representatives are required to maintain patient confidentiality at all times.
D. Any and all new products will be subject to the Value Analysis Process. Vendors who wish to introduce new products to Carle must first involve the Value Analysis Team or Contract Manager for the affected service line.

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E. Carle requires preapproval, in the form of a purchase order, for all products shipped to its facilities. Products shipped without such approval will only be returned at vendors' expense.
F. Carle reserves the right to accept or deny any unsolicited medical supply samples. Vendors are to coordinate desired samples with the Supply Chain Services department to be dispersed where appropriate. **Pharmaceutical samples will not be accepted.**
G. Food provided by vendor representatives is discouraged and specifically prohibited in any patient care area. Requests for food to be brought in by vendors for meetings or non-CME educational inservicing require prior approval from the Director of Supply Chain Services. For questions about accepting food/meals from vendors for Continuing Medical Education (CME) events, contact the Carle CME Office.
H. Gifts and Gratuities are discouraged.
I. Acute care facility departments will notify Supply Chain Services of upcoming appointments and content.
J. Non-acute care facility departments may have their own procedures for non-surgical vendor access (see AD421C).
K. Carle partners with RepTrax/Sec3ure vendor management software for vendor credentialing. Vendors are responsible for maintaining their own credentials in the system and paying any membership fees.
L. If there is a problem with a representative or company, upon notification by the department, the Director of Supply Chain Services will coordinate disciplinary action, if needed, and maintain a vendor performance file.
M. Carle reserves the right to restrict or suspend vendor access to facilities at any time.

Procedure

A. Vendor representatives must comply with all requirements in the above Statement of Policy.
B. Maintain required credentials (as defined by Carle) in RepTrax/Sec3ure. Carle reserves the right to update requirements at any time.
C. The following types of vendor representatives will "check in" to Reptrax in order to access Carle facilities with each visit.
    1. Vendor Representative with access to Surgical Area (e.g. OR, SurgiCenters, Invasive Labs)
    2. Vendor Representative with access to acute care facility (e.g. inservicing)
    3. Service Tech with general facility access
    4. Delivery Person with general facility access
    5. Durable Medical Equipment Providers
    6. Pharmaceutical Representative / Manager
D. Upon completion of the visit, vendor representatives must "check out" of Reptrax.
E. Compliance with the check in and check out procedures will be monitored by Supply Chain Services.
F. All other vendor representatives should communicate with Purchasing for each visit.

Other Related Links

HR631 - Receiving/Accepting Gifts and Business Courtesies from Business Associates

References N/A

Electronic Approval on File

Lynne Barnes
Chief Operating Officer Carle Foundation Hospital
Senior VP Facilities and Support Services

Vendor Access - Release of Liability – AD421A

(to be required of all non-staff members in attendance during invasive procedure)

Not part of permanent patient record. Keep on file with credentials.

I, _____, in consideration of being permitted to be present during performance of an invasive procedure do hereby release and forever discharge and hold harmless Carle Health and/or a Carle Affiliated entity (collectively "Carle") and any physicians, directors, officers, and/or employees of same from and against any and all liabilities for any personal injuries I may sustain during or as a result of my presence as a non-staff member in attendance during an invasive procedure. I hereby knowingly waive any and all rights of myself, my heirs, executors, or assigns and any person who may have an interest in the matter. This shall not be construed as a waiver of rights under the *Illinois Worker's Compensation Act, Illinois Occupational Diseases Act*, or similar legislation. I further attest that all information gathered in connection with my authorization to attend is true and accurate to the best of my knowledge and belief.

Fully read and executed this _____ day of _____, _____.

_____ Representative's Printed Name

_____ Representative's Signature

_____ Representative's Company Name

_____ Witness Signature

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In the event of an emergency situation, where Preparatory Process has not taken place, signatures are required by the representative, the medical staff member and a member of hospital administration.

_____ Representative's Signature

_____ Medical Staff Signature

_____ Department Administrator's Signature

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Carle Hospital & Foundation Affiliates
Confidentiality Agreement – AD421B

I, _____ (*print name)*, am employed by and represent _____ (*print company name*) [hereafter collectively referred to as "Vendor."]

The Vendor is a supplier of certain products used by Carle Hospital and/or a Carle Foundation Affiliated entity (collectively "Carle") in the course of providing healthcare services to a certain population of its patients. The purpose of this Agreement is to document Vendor's understanding of Carle's privacy and confidentiality expectations of Vendor, its employees and its agents. In furtherance of ensuring the privacy and confidentiality of any and all Carle information that the Vendor, its employees and its agents may encounter or otherwise become knowledgeable, whether such Carle information pertains to Carle's patients or its business operations, and whether such information is in written, electronic, or oral form, the Vendor agrees, and shall cause its employees and agents (collectively "Vendor" hereafter), to agree as follows:

1. In the course of conducting its business with Carle, Vendor may encounter information about Carle's patients, including but not limited to patients' names and patients' presence at Carle;
2. All information about Carle's patients is strictly confidential, and will be treated as such by Vendor;
3. Vendor will respect the privacy and confidentiality of Carle's patients, and will not disclose or discuss any patient information of which it becomes aware during the course of conducting business with Carle;
4. Except when required for FDA tracking or otherwise required by law, Vendor does not need, and will not request any patient specific information from Carle as a part of conducting its business;
5. Any information Vendor encounters or otherwise becomes aware of is incidental to the purpose of its presence at Carle;
6. Any and all Carle business information Vendor receives or encounters during the course of conducting business with Carle is Carle's confidential business information;
7. Vendor will protect the confidentiality of Carle's business information; and will not disclose or discuss any Carle business information with any third-party unless it is specifically authorized by Carle to do so.

Vendor acknowledges and agrees that any breach or violation of this Agreement by it, its employees or its agents shall be cause for immediate termination of the underlying contract with Vendor, or otherwise cause for termination of the business relationship between it and Carle.

This Agreement is made this day: Monday, July 26, 2021.

By: _____,
(signature of authorized Vendor representative)

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PHARMACEUTICAL SALES REPRESENTATIVE
Visiting Guidelines for Off-Site Locations – AD421C

Department/Location_____**Effective Date**_____

The following guidelines are outlined in Carle's organizational policy AD421 – Vendor Access and therefore apply to off-site locations as well *(please do not edit this list)*.

- The representation of products and services at is a privilege, not a right.
- All vendor access to Carle facilities must be pre-approved.
- Departments may restrict salespeople to days and hours most convenient to their department.
- All representatives must comply with Carle policies on infection control and safety as related to sales representatives. No representative will be allowed access if they have signs/symptoms of any contagious illness.
- All representatives are required to maintain patient confidentiality.
- Food provided by sales representative is prohibited in any patient care area.
- All Carle facilities and grounds are smoke-free.
- **No prescription pharmaceutical samples will be accepted.**

Department-specific Procedures (*You may edit the list below as it applies to your facility/dept, as long as it does not conflict with the information above or any part of AD421.)*

1. Appointment related information:
    - Vendors may email or call *(insert contact info)* with a request for an appointment.
    - Appointments are limited to no more than (*insert #*) Pharmaceutical Sales Representative per day.
    - Vendor appointments are scheduled *(insert days/times)*. No sales representative will be allowed beyond the lobby without an appointment.
    - The appointment will be in the *(insert location)* and representatives are to remain in this area.
    - It is expected that sales representatives leave the facility promptly at the end of the assigned time.
    - If a sales representative is unable to attend a scheduled appointment, please notify *(insert contact info)* so the appointment can be cancelled. Failure to do so could result in the inability to reschedule future appointments.
    - Sales representatives must not disturb providers and staff unless approached by them.
    - Sales representatives can leave educational materials and vouchers *(insert location here)* for providers and staff to pick up as needed.
2. Failure to comply with the policy will result in disciplinary action as follows:
    - Any person witnessing a sampling violation should report the violation through Carle's compliance hotline by calling (888) 309-1566.
    - Carle reserves the right to restrict or suspend vendor access to facilities at any time.