



# BAPTIST MEMORIAL HOSPITAL - MEMPHIS

## ADMINISTRATIVE POLICY MANUAL

<b>Effective Date:</b> October 1998	<b>VENDOR RELATIONS VENDOR VISITATION</b>
<b>Last revision:</b> October 2002	
<b>Reference #:</b> S.SC.502	

### SCOPE:

Applies to pharmaceutical vendors, information technology vendors, materials/supply vendors, case management representatives from insurance companies, and other similar vendors/visitors.

### OBJECTIVE:

To establish a process and set guidelines that vendors/visitors are to follow for gaining access to organizational employees, equipment and/or to physicians and allied health personnel while on Baptist property or while functioning on behalf of Baptist.

Each entity and/or department is to have an established mechanism for supporting and implementing the Vendor/Visitor Sign In and Conduct policy.

Vendors must adhere to the Supplier Guidelines issued by Corporate Supply Chain Operations. Pharmaceutical representatives must also adhere to the Pharmaceutical Representative Policy. Vendors and their representatives must also adhere to the Baptist Standards of Conduct.

A vendor whose purpose is to visit a physician in the hospital should register with the designated department for which the purpose is focused or visit the physician at his/her office. Vendors visiting the physician in the hospital or physicians who are functioning on behalf of Baptist must adhere to the policies set forth below.

Baptist does not do business with vendors/suppliers, which have been excluded from any federal health care programs or debarred as federal contractors.

### POLICY:

Educational materials (attachment) are to be provided to any vendor/visitor who visits a facility to inform him/her of Baptist's Confidential Information Policy, Vendor/Visitor Policy, Supplier Guidelines, and the procedures for scheduling appointments. These materials are to be supplemented on an annual basis.

Pre-scheduled appointments are required to visit Baptist hospital personnel; drop-in visits are not permitted. The facility's paging system is not to be used to contact facility personnel.

Visits are to occur during business hours, Monday through Friday, 8:00 a.m. to 4:30 p.m. Each applicable department is to develop a procedure for any visits outside these hours, including requests for vendors to come on site for operations or maintenance. The procedure is to include how badges are issued.

Each applicable department is to maintain a calendar log of appointments. The appointment with the respective department and/or individual should be verified upon the vendor/visitor's arrival.

The calendar log of appointments and the vendor/visitor verification function can be maintained either in one central facility location or decentralized at the department level for a period of six years.

### Centralized Approach:

- If the appointment has not been pre-scheduled, vendors/visitors are to be shown where to go so they may contact the department designee and request permission to call.

- If the department refuses the vendor/visitor call, the representative is to be asked to leave the facility at that time.
- There is to be no admittance allowed until approval is given.

**Decentralized (departmental level) Approach:**

- If the appointment has not been pre-scheduled, the department's designated employee is to contact the Department Director or designee for approval of the vendor/visitor's request to call.
- If the department refuses the vendor/visitor call, the representative is to be asked to leave the facility at that time.
- There is to be no admittance to the department until approval is given.

After verification/approval of appointment, the vendor/visitor is asked to adhere to the following requirements:

- I. Sign-in on a standardized "sign-in log". If the process is decentralized, the sign-in log may be located in various areas, such as:
  - A. Pharmaceutical representatives/vendors – Pharmacy Director's Office and/or Pharmacy.
  - B. Information System Vendors – Site Manager's Office or Corporate I.S.
    - I. Exception: Rhodes Lauck home transcription - Health Information Management.
  - C. Supply vendors – Corporate Supply Chain Operations or Hospital Materials Management Department.
  - D. Maintenance Suppliers/Contractors – Maintenance Department (Power Plant Control Room at BMH-Memphis).
  - E. Case Management – Case Management/Utilization Management Department.
  - F. Physician Vendors – One of the above departments based upon visit "purpose".
  
- II. Read and confirm acceptance of the Baptist Confidentiality Statement by signing the sign-in log. The sign-in log is to be maintained in the respective department for a minimum of 6 years.
  
- III. Wear a Vendor/Visitor Badge that is issued by the facility representative. The Vendor/Visitor badge is worn while in the institution and in a manner to be readily observed. Company supplied name badges are also worn as an adjunct to identification while in the facility. Vendor/Visitor badge is to contain the name of the individual and the company, date and time of appointment, location and expiration date/time as applicable. (Hospital specific badges can be ordered from the Baptist forms' vendor.) Badges used for an extended period of time may be inserted in plastic sleeves or laminated.
  
- IV. Certify to Baptist that the vendor has not been excluded from any federal health care programs or debarred as a federal contractor. He/she is also to inform the Director of Corporate Supply Chain Operations (or the System Service Line Director of the respective area with whom he/she is working, e.g., System Director of Pharmacy) immediately if it is excluded or debarred at any time in the future. (Note: The sign-in log includes a certification statement to this effect).

The web site for the OIG's exclusion list is:  
<http://exclusions.oig.hhs.gov/home.html>

**Other General Information:**

Vendors/visitors are not to bring samples/products into the facility or set up hospital displays without prior approval. If a display is approved, it is to be in a non-patient care area.

- I. Pharmaceutical representatives must have approval through the entity Pharmacy Director (see Pharmaceutical Representative policy/procedure).
- II. Other supply vendors must have approval from Corporate Supply Chain Operations.

In-service or training content by any vendor/visitor must be pre-approved by the discipline-specific department director/manager. (Pharmaceutical representatives/ vendors should refer to the Pharmaceutical Representative policy/procedure.)

Vendors/visitors are to have no direct involvement with Baptist patients without prior approval by the patient or the patient's authorized representative.

Vendors/visitors are not to conduct business in corridors, cafeteria, gift shop, or other public areas.

**Violations/Sanctions:**

- I. Vendor companies or organizations whose representatives are conducting business with Baptist are responsible for the professional behavior of their representatives.
- II. Representatives are given a written warning for any violation of confidentiality policies and procedures, including the Vendor/Visitor Sign-In and Conduct Policy, or Baptist Standards of Conduct. A copy of the warning is forwarded to the company representative's manager.
- III. All vendor sanctions are to be coordinated by Baptist System Leadership (i.e., System Pharmacy Director for pharmaceutical vendors, System Director of Information Systems for Information Technology vendors, System Supply Chain Director [Corporate Materials Management] for all other suppliers).
- IV. Baptist reserves the right to ban company representatives from all Baptist facilities for violations of policy, procedure, Supplier Guidelines, or Standards of Conduct in any of its facilities.
- V. The company representative from the company violating these policies is banned from the institution for a minimum of three months if the first warning is not followed. Repeat offenders may be banned for an indefinite period of time at any or all Baptist facilities, depending on the circumstances.
- VI. Any exceptions to the above sanctions are to be approved by system Senior Leadership as applicable.
- VII. If a vendor/supplier is excluded from any federal health care programs or debarred as a federal contractor, its contract(s) and business affiliations with Baptist are terminated as soon as Baptist has notice of such.

Baptist is any entity affiliated with Baptist Memorial Health Care Corporation. Any violations of policy, procedure or Standards of Conduct are to be communicated to a system employee of Baptist Memorial Health Care Corporation who will determine the propriety of informing all other Baptist Memorial Health Care Corporation affiliated entities of the violation. Should the violation be sufficiently egregious, all other entities affiliated with Baptist Memorial Health Care Corporation may take steps to ban the company representative. (A system employee of Baptist refers to the respective department's System Director; i.e., System Pharmacy Director, System Supply Chain Director [Corporate Materials Management], System HIM Director, etc.)

## **Vendor/Professional Visitor Policy Information Sheet**

The Vendor/Professional Visitor policy applies to pharmaceutical vendors, information technology vendors, materials/supply vendors, case management representatives from insurance companies and other similar vendors/visitors.

### **How Do I Comply?**

#### **I. Make an appointment**

Appointments are to be scheduled with the department to whom your visit pertains. All supply/materials vendors are to contact the Materials Management Department to arrange their visit, even if the actual visit will be to a different department within the facility.

#### **II. Sign-In**

Upon entering a facility, vendors/visitors sign a sign-in log located in the facility. The location of the sign-in log is determined by each individual facility and the vendor/visitor should inquire at the time of making their appointment as to the location of the sign-in log.

#### **III. Wear Identification**

At the time of sign-in vendors/visitors are provided with a facility specific name badge that must be worn at all times while in the facility. In addition, vendors/visitors should also wear any additional identification issued by their employer adjacent to the Baptist Vendor/Visitor badge.

#### **IV. Respect Patient Confidentiality**

Vendors/visitors agree to abide by the Baptist Confidentiality Statement printed on the back of the Sign-in Log. Vendors/visitors are to have no direct involvement with Baptist patients without prior approval by the patient or the patient's authorized representative.

#### **V. Act Professionally**

Business is NOT to be conducted in hallways, cafeteria, gift shop, or other public areas. Vendors are to adhere to the Baptist Supplier Guidelines and the Baptist Standards of Conduct.

#### **VI. Understand the Consequences of Violations**

Violations of Policies, Supplier Guidelines, or Standards of Conduct may result in a representative being banned from the facility and may endanger a business relationship between Baptist and the vendor. Representative and/or vendor may incur civil and/or criminal liability for certain violations.

#### **VII. Ask Questions**

If you have any questions, contact the specific department director or facility administrator.

Vendor/Visitor “peel and stick” badges can be ordered from the designated Baptist forms vendor. The badge will contain the following information, and display a facility specific color code.



**VENDOR/VISITOR BADGE**

**NAME:** \_\_\_\_\_

**COMPANY:** \_\_\_\_\_

**DATE/TIME OF APPT:** \_\_\_\_\_

**LOCATION:** \_\_\_\_\_

**EXPIRATION DATE/TIME:** \_\_\_\_\_

Form #0261.172(5/01)

## **SUGGESTED STRATEGIES FOR IMPLEMENTATION OF THE VENDOR/VISITOR POLICY**

### **I. Review of scope of Vendor/Visitor Policy**

- A.** The V/V policy applies to:
1. pharmaceutical vendors
  2. information technology vendors
  3. materials/supply vendors
  4. case management representatives from insurance companies
  5. other similar vendors/visitors

### **II. Based on the above scope, the following vendors ARE affected:**

- A.** Vending machine delivery person  
**B.** Elevator repair person

### **III. Based on the above scope, the following vendors are NOT affected:**

- A.** Floral delivery person  
**B.** Sheriff's Department bringing inmate for care

### **IV. Based on the above scope, the following are OPTIONAL:**

- A.** Supply vendors who only come to the loading dock  
**B.** Supply vendors who come just inside Materials Management to drop off delivery and leave immediately without going elsewhere in the facility  
**C.** Fed Ex/UPS delivery services  
**D.** Tour groups (they are technically outside of scope, but usually easy to get signed-in prior to tour, which is added protection for your facility. Also, these groups should always be ESCORTED).

### **V. Location of Sign-In Logs**

- A.** The following issues should be examined at your Department Head and/or Privacy & Security Meeting to help determine the best location or locations in your facility to place the Vendor/Visitor sign-in logs:
1. Do you have vendors who come to your facility after hours?
  2. Do you want a central sign-in location or multiple locations?
  3. What are the points of entry into the facility for vendors?
  4. Are there one or more common points in your facility that all vendors pass by?

### **VI. Options**

- A.** Do you want to issue semi-permanent badges to some vendors?  
If so, the badge should not be issued for any longer than the estimated length of service by the vendor, and in no event longer than six months at a time. Depending upon the relationship with the particular vendor, one to three months is probably a better length of time for a semi-permanent badges.
- B.** The Sign-In Log includes a "sign-out" column and a "badge returned" column.  
Both of these columns are optional. It should be determined by each department/facility as to whether it is reasonable for either of those columns to be completed based on the needs of the department/facility.