I. SUMMARY/PURPOSE
To establish protocols and expectations for Vendor representatives including suppliers, contractors and outside service providers, regarding access, identification and activities within HealthEast facilities.

II. APPLICATION
This policy is adopted for and applies to HealthEast St. John’s Hospital, HealthEast St. Joseph’s Hospital, HealthEast Woodwinds Hospital, HealthEast Bethesda Hospital, HealthEast Clinics and all other HealthEast Care System facilities.

III. POLICY
A. HealthEast extends privileges to Vendor representatives to call upon HealthEast facilities for business purposes. Behavior or activities, which HealthEast deems inappropriate, will result in revocation of these privileges.

B. Vendor representatives must schedule appointments prior to visiting HealthEast facilities and personnel. Facility staff encountering Vendor representatives not adhering to this policy should contact the Purchasing department and/or their respective Security Department, and direct the Vendor representative to register at the facility Vendor Management (RepTrax) kiosk or direct them to the Purchasing or Security Department.

1. Vendor representative activities will be confined to non-restricted areas at all times with the exception of authorized educational sessions or other activities coordinated with the facility staff or the Purchasing department in advance. Restricted areas are defined as patient-care rooms, floors where patients are housed, Emergency and Operating rooms, Recovery rooms, Physician lounges and dining rooms. Other areas i.e. Offices, departments, out-patient clinics, conference rooms and libraries may be entered only by appointment or specific invitation from the department manager, administrator or physician.

2. Vendor representatives will not loiter at HealthEast facilities for the purpose of contacting HealthEast staff or physicians.

C. Vendor representatives must wear a HealthEast issued identification badge, Vendor Management (RepTrax) printed badge, or other HealthEast approved photo identification badge (i.e. delivery personnel) in a visible location above the waist while visiting HealthEast facilities. Temporary
identification badges will be provided at hospital and other facilities as appropriate. Badge locations can be identified by contacting the facility’s Information desk or Security Department.

D. Vendor representatives must sign-in at the designated location or Vendor Management (RepTrax) kiosk when arriving and leaving HealthEast facilities. The Information Desk or designated location staff will contact the appropriate employee to confirm scheduled appointments.

E. Vendor representatives will be responsible for coordinating their on-site activities at HealthEast facilities with the Purchasing, Pharmacy, or other respective department as appropriate. No samples can be left at HealthEast facilities without Purchasing department written approval.

F. Vendor Representatives will remain knowledgeable of and adhere to applicable HealthEast Policies and Procedures. Information is available through the Purchasing, Pharmacy departments or the HealthEast Website http://www.healtheast.org/suppliers.

1. All new Vendor representatives are required to contact the Purchasing department prior to visiting HealthEast facilities.

2. All quotations or pricing submitted to HealthEast must be copied to the Purchasing department. List price and extended price must be indicated on all quotes.

3. All products, services and equipment purchased by HealthEast facilities must be approved through the HealthEast Value Analysis Program, Pharmacy and Therapeutics Committee, or Purchasing department. The HealthEast Purchasing department should be contacted for information.

4. All products submitted to HealthEast for evaluation or trial will be provided at no cost unless authorized by the Purchasing department or Director of Pharmacy Contracting and Purchasing prior to use. HealthEast will not access a charge to patients for products provided at no cost.

5. Vendors who access HealthEast facilities patient care areas must be immune to measles, mumps, rubella and varicella (chickenpox) either by vaccination or evidence of having had the illness and are able to provide documentation within 24 hours upon request by HealthEast. Vendors are encouraged to be vaccinated against
tetanus and Hepatitis B. This will include contracted clinical services providers with access to OR/patient care areas, and/or access to invasive labs. These Vendors visiting patient care areas must sign a HealthEast Attestation form (attached) and return to the Purchasing department or appropriately registered with the vendor management system (Reptrax).

6. Vendor representatives who access HealthEast facilities patient care areas must have criminal background checks completed and must be able to provide the results of the background check within 24 hours upon request during normal business hours. This will include contracted clinical services providers with access to OR/patient care areas, and/or access to invasive labs. These Vendors visiting patient care areas must sign a HealthEast Attestation form (attached) and return to the Purchasing department or appropriately registered with the vendor management system (Reptrax).

G. Items processed for return and/or credit not picked up within 30 days following the date the vendor is notified will become the property of HealthEast at no charge. The HealthEast Purchasing department will be responsible for appropriate disposition of these items.

H. The HealthEast logo, HealthEast name, or the names of HealthEast employees may not be used relative to product promotion without the permission of the System Director of Materials Management.

I. Medical Supplies and Equipment

1. Deliveries to HealthEast Hospitals must be processed through the facility’s receiving area and reference a valid purchase order number. HealthEast is not responsible for unauthorized orders (orders not placed by, or recognized by the HealthEast Purchasing department).

a. Exceptions will be purchasing department authorized deliveries directly to departments. In these instances the Vendor representative will forward delivery/receiving paper work to the receiving area after delivery. Other exceptions will be deliveries made by delivery companies provided delivery personnel are wearing a company issued photo ID badge above the waist. This will include Quicksilver Express Courier, blood bank deliveries, surgery
instrument and implant deliveries to SPD, vending deliveries, and others as appropriate.

2. All equipment brought in for evaluation must reference a Purchase Order issued by the HealthEast Purchasing department and comply with HealthEast Biomedical policy for equipment. The Evaluation Purchase Order must be referenced on all delivery and shipping documents. Equipment brought in for evaluation must be processed through the facility’s receiving area, this includes hand delivered items.

J. Pharmacy Vendor Representatives

1. The HealthEast Pharmacy and Therapeutics Committee is responsible for development of the formulary of products approved for use within HealthEast facilities, for establishing drug use policies, and for monitoring the use of drugs within each facility. Requests for addition or deletion of products from the formulary may be made by an active member of the HealthEast Medical Staff or Pharmacy department only. Decisions of the Pharmacy and Therapeutics Committee and the medical staff are final and are considered binding for the organization. The names of medical staff members of the Pharmacy and Therapeutics Committee are not made available to pharmaceutical representatives.

2. Pharmacy Vendor representatives should keep the pharmacy at each facility informed of their current address and phone number. Pharmacy Vendor representatives must schedule a meeting with the Director of Pharmacy Contracting and Purchasing prior to calling on a hospital for the first time. It is the responsibility of the representative to keep the pharmacy informed of any changes in status or address.

3. Pharmacy Vendor representatives may make unscheduled visits only to see pharmacy buyers at times established at each pharmacy. Appointments to see other employees in the pharmacy or in other departments must be made in advance.

4. HealthEast is a member of MedAssets and participates in the MedAssets Pharmacy program to meet contracting and purchasing needs. HealthEast may enter into non-MedAssets purchasing agreements with manufacturers or vendors that meet the needs of the organization and its patients. Agreements are negotiated with HealthEast as a whole whenever appropriate and feasible.
Pharmacy agreements must be reviewed and approved by the Director of Pharmacy Contracting and Purchasing.

5. Pharmacy Vendor representatives may detail or disseminate information only on drugs currently on the HealthEast formulary or otherwise authorized by the Pharmacy & Therapeutics Committee for use in the hospital. Permission to detail non-HealthEast formulary drugs will be evaluated on an individual basis and must be authorized by the Director of Pharmacy Contracting and Purchasing.

6. Display privileges are offered at the discretion of the Director of Pharmacy Contracting and Purchasing. Display appointments are not routinely permitted. When permitted, displays may not be left unattended and materials may not be left following the display. Representatives must check-in with pharmacy prior to their display.

7. Pharmacy Vendor representatives are encouraged to provide information on company sponsored continuing education programs to the Director of Pharmacy Contracting and Purchasing or Pharmacy Managers at each facility. Programs provided to healthcare professionals other than physicians and pharmacies must have prior approval from the Director of Pharmacy Contracting and Purchasing.

8. The Pharmacy and Therapeutics Committee is responsible for establishing policies to control the storage and dispensing of samples within HealthEast facilities. The Pharmacy department is responsible for establishing a list of available drug samples, and for receiving, storing and distribution of samples. Representatives may leave samples only at the pharmacy. Drug samples may be given directly to a physician only if designated for personal use.

K. Surgical Vendor Representatives

1. Surgical Vendor representatives must receive authorization from the Surgery department manager or designee and be requested by a Surgeon prior to observing surgical procedures. This authorization must be obtained at least 48 hours prior to the procedure, excluding emergency cases. All Vendor representatives who will be observing in the OR must sign in on the visitor log at the OR control desk.
2. Surgical Vendor representatives will not be permitted to participate directly in any surgical procedures. Documentation of the Vendor representative’s presence during a procedure and the patient’s consent regarding the Vendor representative’s presence will be included in the permanent medical record.

3. Surgical Vendors must comply with Sterile Processing Department (SPD) policies. Applicable SPD policies are available on the HealthEast Supplier Website.

IV. RELATED POLICIES

New Products and Equipment Policy 17030.00.

V. EXCEPTIONS

A. Contracted Services Representatives who provide direct patient care will be issued a HealthEast “Vendor” photo identification badge.

B. Exceptions must be approved by HealthEast’s System Director of Materials Management.

CEO APPROVAL

DATE

CFO APPROVAL

DATE
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HealthEast Vendor Requirement Attestation

The undersigned “Vendor” certifies that they comply with HealthEast Care System requirements for vendor background checks and immunization as stated below. In addition Vendor agrees to comply with all current and future HealthEast Care System policies governing “Vendors” as stated in HealthEast Care System Vendor Representative Policy, policy number 17050.00 as available on HealthEast Care Systems web site http://www.healtheast.org/suppliers.

□ Vendors who access HealthEast facilities patient care areas must be immune to measles, mumps, rubella and varicella (chickenpox) either by vaccination or evidence of having had the illness and are able to provide documentation upon request by HealthEast. Vendors are encouraged to be vaccinated against tetanus and Hepatitis B. This will include the following vendors: Clinical contract providers with access to OR/patient care areas, Vendors with access to the OR, Vendors with access to invasive labs, Vendors with access to patient care areas/patient care labs, pharmaceutical vendors,

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Vendor Company: _______________________________________________________

Vendor Signature: _______________________________________________________

Print Name: _______________________________________________________________________

Title: ___________________________ Date: ___________________________