

HARBOR-UCLA MEDICAL CENTER

SUBJECT: VENDOR CONTROL

POLICY NO. 460

PURPOSE:

To avoid interruption of patient care activities by vendor representatives by:

- Coordinating and verifying that they have a scheduled appointment/service call within the facility.
- Monitoring and controlling vendor access to and within the facility.

DEFINITION:

- **Vendor:** Representatives of companies providing goods or services for the purpose of profit (e.g., sales representatives, service personnel, sales trainers). For the purpose of this policy, vendors providing products/services under a Board-approved County contract (e.g., Perfusion Services, Environment Services, Nutritional Services, surgical instrument cleaning/decontamination) are excluded.

POLICY:

When conducting business at Harbor-UCLA Medical Center, vendors (i.e. sales representatives, service personnel, sales trainers, etc.) must adhere to the following related to facility access to avoid interruption of patient-care activities:

1. Have a scheduled appointment/service call with hospital staff prior to visiting the facility. Initiating unsolicited contact with clinicians and hospital staff is prohibited, and may result in suspension of visitation privileges and reporting to the parent company.
2. Present and wear company identification at all times when on hospital grounds.
3. Enter through the designated vendor entrance and undergo weapon screening and appointment/service call verification.
4. Obtain a hospital-issued, date-specific vendor identification sticker, which must be worn at all times while in the hospital for the scheduled appointment/service call.
5. Conform to the highest ethical standards, including compliance with HIPAA safeguards.
6. Park in appropriate visitor parking areas.

Vendor representatives:

1. Do **NOT** have clinical privileges and shall **NOT** engage in any type of direct clinical activity.
2. Are **PROHIBITED** from giving samples to staff other than the Supply Chain Manager/designee, the Value Analysis Facilitator, or members of a Hospital Value Analysis Committee. Vendor representatives may **NOT** leave samples on wards or in the clinics.
3. Failing to abide by this policy will result in loss of access privileges to the facility.

EFFECTIVE DATE: 7/86

SUPERSEDES:

REVISED: 8/89, 2/99, 9/04, 3/05, 5/11, 3/16

REVIEWED: 9/86, 9/89, 10/92, 2/96, 2/99, 2/02, 1/08, 3/16

REVIEWED COMMITTEE:

APPROVED BY:

Kim McKenzie, RN, MSN, CPHQ
 Interim Chief Executive Officer

Timothy L. Van Natta, MD, FACS
 Chief Medical Officer

Patricia Soltero Sanchez, RN, BSN, MAOM
 Acting Chief Nursing Officer

Signature(s) on File.

HARBOR-UCLA MEDICAL CENTER

SUBJECT: VENDOR CONTROL

POLICY NO. 460

Hospital staff observing a vendor representative, failing to comply with this policy are responsible for reporting the infraction.

PROCEDURE:**A. General Procedures**

1. Vendor representatives must:
 - a. Enter the hospital at the designated vendor entrance -- the security checkpoint by the Outpatient Pharmacy entrance – and undergo weapon screening, appointment verification, and identification screening. The vendor must provide the name, contact number and location of the staff member with whom the vendor has a scheduled appointment/service call.
2. The Security Guard at the designated vendor entrance will:
 - a. Document the name of the vendor representative and the company name the vendor represents, contact number and location of the Harbor-UCLA staff member with whom the vendor has a scheduled appointment/service call.
 - b. Verify the representative has vendor-provider company identification.
 - c. Confirm the appointment by contacting the Harbor-UCLA staff with whom the vendor has a scheduled appointment/service call.

Note: If the vendor representative does not have a scheduled appointment, the Security Guard will direct the vendor to Supply Chain Operations, where the vendor will be asked to appropriately schedule an appointment/service call and return at that later, scheduled date.

 - d. Provide the vendor representative with a time-specific hospital-issued vendor identification sticker that specifies the date of the appointment and location of the appointment. The vendor **MUST** wear this identification badge at all times while in the hospital for the scheduled appointment/service call.
3. Hospital Staff observing non-compliance by a vendor representative shall report the non-compliance as follows:
 - a. Contact the on-site Los Angeles County Sheriff Department (ext. 3311) if the vendor representative:
 - Is not wearing a hospital-issued vendor badge.
 - Is not wearing company-issued identification.
 - Is in an area other than the location of the scheduled appointment/service call.
 - Enters the hospital other than through the designated vendor entrance.
 - b. Contact Supply Chain Operations at ext. 3360 – or the Pharmacy at ext. 3394 in the case of pharmaceutical vendors – to report all other infractions of this policy.