

***VALLEYCARE***  
**OLIVE VIEW-UCLA MEDICAL CENTER/HEALTH CENTERS**  
**POLICY & PROCEDURE**

**NUMBER: 153**  
**VERSION: 2**

**SUBJECT/TITLE:** VENDOR VISITING POLICY

**POLICY:** All outside vendor sales and service representatives are to follow ValleyCare rules and regulations when they visit or provide support services at a ValleyCare facility.

**PURPOSE:** The purpose of this policy is to:

- Coordinate and verify that the outside vendor representative has a prior appointment within the facility.
- Monitor and control vendor access within ValleyCare facilities.
- Evaluate the appropriateness of unscheduled vendor visits.
- Ensure compliance with HIPAA privacy requirements.
- Ensure compliance with ValleyCare Infection Control and Life Safety policies.

**DEPARTMENTS:** All

**DEFINITIONS:** **Vendor** is defined as sales or service personnel who represent a company or distributor that market products, provide services to ValleyCare or from whom ValleyCare purchases equipment, supply or service support.

**Clinical Procedure Area**, for purposes of this policy, is defined as the Operating Room Suite, Labor and Delivery Suite, Cardiac Catheterization Lab, Special Procedures, and Department of Emergency Medicine.

**PROCEDURE:** **I. General Vendor Appointments**

A. All vendors must have a scheduled appointment.

1. Olive View-UCLA Medical Center: All vendors must check-in with Purchasing/Materials Management Office.
  - a. Purchasing/Materials Management will contact the department to confirm the vendor's appointment and notify the department of vendor's arrival.
  - b. No vendor will be allowed to visit any department without first obtaining clearance from Purchasing/Materials

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- Management staff.
  - c. Before the vendor is allowed in the hospital, he/she must first register at Purchasing/Materials Management office, see attached Registration Log, and obtain a “Visitor/Service” badge. The Visitor/Service badge is valid for one business day from the time issued and must be worn during the visit at all times. Those vendors whose business requires more frequent access (at least once a week), may request a more permanent Visitor/Service badge.
  - d. For approved, after hours visits, vendors may sign in with the Administrative Nursing Office, located in Room 2C210.
- 2. Health Center: All vendors with authorized appointments must check in with:
  - a. Mid-Valley Comprehensive Health Center – All vendors must sign in at the 5<sup>th</sup> floor Administration Suite.
  - b. San Fernando & Glendale Health Center – All vendors must sign in at the Business Office.
- B. Proposals for the sale or introduction of equipment, supply, or service should first be presented to Purchasing/Materials Management for distribution to potential user department for information or evaluation.
- C. When the vendor has completed his/her business, he/she must sign out at the Purchasing / Materials Management office and return the badge.
- D. Vendor visiting hours are limited to 7:00 a.m. to 4:00 p.m., Monday through Friday.
- E. Failure to abide by this policy will jeopardize the vendor’s relationship with ValleyCare.
- F. Those vendors who arrive without an appointment will be asked by Purchasing/Materials Management to appropriately schedule an appointment with the department in question and return at that later date.
- G. This policy excludes Pharmaceutical representatives (see Pharmacy Policy) and vendors dealing directly with the ValleyCare Value Analysis Facilitator (VAF).

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**II.   Vendors in the Operating Room and Other Clinical Procedure Areas**

- A. All vendors providing service, training, or support to the Operating Room Suite and other Clinical Procedure Areas (e.g., Labor and Delivery Suite, Cardiac Catheterization Lab, and Special Procedures Area) must first sign in at the Purchasing/Materials Management Office. Purchasing/Materials Management will provide the vendor with a Visitor/Service badge and the brochure titled “Orientation Information for Vendors Providing Services to the Operating Room”.
- B. Vendors are not permitted in the Operating Room or Clinical Procedure Areas after 3:00 p.m., without prior approval from the responsible area staff.
- C. Prior to the vendor’s initial visit to provide support or training in a Clinical Procedure Area, the vendor must provide evidence of successful completion of any required training in the use of the device or equipment being used during the procedure. This information will be maintained by Materials Management and will be accessible for viewing via the ValleyCare Intranet.
- D. Prior to entering the Clinical Procedure Area, the vendor must sign in with designated Operating Room Staff/Operating Room Coordinator or Clinical Procedure Area staff prior to entering the area. This individual will serve as the primary contact during the vendor’s stay in the facility.
- E. Any vendor-owned equipment that is brought into the facility for use on a patient must have an associated purchase order that has been issued and approved by Materials Management. In urgent or emergency situations, approval may be obtained via phone and/or fax.
- F. All electrical units must be safety checked by the Olive View-UCLA Medical Center Biomedical Division prior to being brought into the Clinical Procedure Area. Supplies brought to the Clinical Procedure Area by vendors must be checked by the Designated Operating Room Staff/Ordering Coordinator or appropriate Clinical Procedure Area staff prior to use in surgical and other procedures to assist in identifying the proper department ordering process and method of reimbursement by the Purchasing/Materials Management Office.
- G. All equipment and supplies being brought in by vendors must have received prior approval from Olive View-UCLA Medical Center before it is used in the hospital.

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- H. All vendors **must** wash their hands prior to entering the Clinical Procedure Area. Vendors are prohibited from coming into physical contact with patients and should not touch any soiled linens, dressings, or body fluids. Additionally, any items to be brought into the Clinical Procedure Area (e.g., computers, equipment, notebooks) for use during the procedure must be disinfected prior to entering the procedure area.

References:	
Approved by: VEC-2007Nov	Date: 10/30/2008
Review Date: 10/30/2011, 5/04, 3/05	Revision Date:
Distribution: Olive View Hospital-Wide Policies	
Original Date: 5/04	