

# Vendor Visitation VCU Health System Policy

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Planning

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## Purpose

To establish guidelines and procedures of appropriate conduct by Vendors visiting Virginia Commonwealth University Health (VCU Health ) in order to prevent interruption of operations and improper business relations, while maintaining consistency of the patient care mission.

## Definitions

<b>Term:</b>	<b>Definition:</b>
Approved Product	A product that has a product agreement and terms and conditions that are executed by both parties and valid (not expired).
New Product	Any clinical product not previously approved at a VCU Health facility. A new product is subject to review under this policy, even if it has been used in violation of this policy; it is still considered a new product.
Vendor	An individual who markets, sells, or provides goods or services to VCU Health and whose access to VCU Health facilities is limited. This includes, but is not limited to, Pharmaceutical and Non-Pharmaceutical Sales Representatives and Scientific Liaisons.

## Policy

- A. Vendors visiting a VCU Health System facility, whether at the downtown campus or a satellite location, must comply with the health system's policies, procedures and confidentiality practices regarding information obtained during the course of business with the health system.
- B. Additional departmental requirements apply, see:
  - [PH.AD.006 - Pharmaceutical Sales Representatives](#)
  - Perioperative Services: Vendor Expectations Procedures
  - Interventional Radiology: Vendor Expectations Procedures
- C. All vendors conducting business with VCU Health must be registered with the symplr vendor management system prior to scheduling appointments with VCU Health System physicians,

clinicians, or any other team member.

- D. Vendors bringing products into the facility must comply with the policy [EC.MM.006 - Value Analysis \(Evaluations of Products and Equipment\)](#).
  - D.1. An evaluation may not begin, nor may products or equipment be brought into the environment until all requirements found in the Value Analysis policy are completed.
  - D.2. VCU Health System does not pay vendors for any product used at a VCU Health System facility that is not an approved product.
- E. Vendors who visit VCU Health System for an appointment without adhering to this policy (FN.PP.001 Vendor Visitation) and the EC.MM.006 Value Analysis Policy will be asked to leave the premises immediately.
- F. All team members are responsible for monitoring vendor compliance within their areas of responsibility and reporting instances of non-compliance to the Supply Chain Department (804- 628-5944), the VCU Health's Compliance Helpline (1-800-620-1438), or Safety and Security (804-828-4300).
- G. Team members may contact the VCU Health Vendor Facilitator, with questions or to determine if a particular vendor representative is compliant with this policy prior to scheduling appointments.
- H. Vendor representatives must have a pre-scheduled appointment that is documented in the symplr system.
  - H.1. Vendors without an appointment are considered non-compliant and are requested to vacate the premises immediately.
  - H.2. Team members should demand any unauthorized vendor or non-compliant vendor vacate the premises. If necessary, request the assistance of Safety and Security (804-828-4300).
- I. Scheduling appointments and contacts:
  - I.1. Vendors refrain from initiating or soliciting contact with providers or other healthcare team members by telephone, e-mail, pager or in-person while at VCU Health System.
  - I.2. All vendors must have a pre-arranged appointment with a specific contact in a department or clinic, i.e. drop-in visits are NOT permitted.
  - I.3. Appointments with medical students and residents require the participation of attending physicians and faculty in their respective areas.

- I.4. Contact with physicians in training (i.e. house staff) and healthcare team members is limited to educational conferences, in-services, and service support in which an attending physician is present.
- I.5. Vendor interaction should be focused on informing VCU Health System professionals about products, providing scientific and educational information and supporting medical research and education.
- I.6. Ambulatory, procedural, and inpatient locations: When the vendor/contractor provides direct patient care, (which may or may not include touching the patient, fitting or applying a device, moving the patient or interrogating and/or programming internal monitoring devices),
  - A. A competent VCU Health System team member assigned to the clinical area will be available to meet the needs of patients and contractors.
  - B. The vendor/contractor provides clinical staff in the area a handoff communication upon completion of the patient encounter.
- J. Vendors are prohibited from the following:
  - J.1. Placing or asking for information to be placed in the mailboxes of any VCU Health System team member.
  - J.2. Distributing information to team members in a mass e-mail distribution.
  - J.3. Exceptions to these prohibitions must be approved by senior director of Supply Chain.
- K. Vendors may not use hospital phones, computers, or other equipment for business or personal use unless the equipment is designated for public use.
- L. Vendors must abide by the policy [FN.PP.005 - Gifts and Entertainment](#) .
- M. Circumventing policies and procedures may result in a suspension of vendor, company, and/or manufacturer's visitation and privileges as well as cessation of conducting any business with VCU Health System.

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## **Procedure**

- 1. Visiting vendor representatives registered with the symplr vendor management system and VCU Health System must follow the below procedure:
  - 1.1. Appointments are initially be scheduled one of two ways:
    - 1.1.1. Appointment is initiated via VCU Health System team member (email or in-person):

1. Vendor receives notification of request to schedule an appointment by VCU Health System team member.
2. Vendor enters an appointment request in the symplr system for the VCU Health System team member to approve.
3. VCU Health System team member will approve or deny the appointment request in the symplr system. This appointment must be approved in order for the vendor to visit the requested area.

1.1.2. Vendor initiates an appointment request:

1. Vendor requests appointment with VCU Health System team member through the symplr vendor management system.
2. symplr automatically sends email notification of appointment to VCU Health System team member.
3. VCU Health System team member will either approve or decline requested appointment. If appointment is approved, it is scheduled and confirmed through symplr .

- 1.2. Vendor arrives at VCU Health System for appointment and signs-in utilizing the symplr system.
- 1.3. For appointments at facilities physically connected to the VCU Medical Center, Stony Point, and the Neuroscience, Orthopedic, and Wellness Center (NOW), vendors sign in at the symplr Pass stations to obtain a day pass sticker printed at the station.
- 1.4. Vendor receives temporary badge (printed directly from symplr kiosk) and places the badge on an outer layer of clothing alongside company issued badge.
  - 1.4.1. Display identification badges printed from symplr prominently above the waist at all times alongside a company issued identification badge.
- 1.5. Appointments requiring scrubs: Utilize the RepScrubs product obtained from the RepScrubs dispensing machine.
- 1.6. Place personal belongings in designated areas, per departmental processes.
- 1.7. Attend appointment for the allotted appointment time. Once appointment is complete, sign-out via the symplr mobile application and leave the VCU Health System facility immediately.

2. Visiting a satellite facility, not at the main campus, with no vendor management kiosks

- 2.1. Follow VCU Health's main campus vendor visitation processes when scheduling appointments with employees at VCU Health System satellite facilities. However,

if symplr pass stations do not exist at the satellite facility, sign-in and out through the symplr mobile application.

2.1.1. Vendor must show proof of sign in with badge on mobile device upon request.

2.2. Vendors checking in with a mobile device at outpatient clinics wear a permanent badge issued by symplr while on-site to indicate proper registration with symplr vendor management system.

2.3. Upon completion of appointment: Sign out via the symplr mobile application.

3. Introduction of a new product or service

3.1. Submit new product information or savings opportunities via **email** to the Value Analysis Facilitator.

3.2. See: [EC.MM.006 Value Analysis Policy](#) for additional procedures regarding introduction of a new product.

4. Vendors who visit a department without having checked in at the applicable site and without a valid symplr identification badge

4.1. Ask them to leave the facility, return to appropriate area to receive proper identification, or follow the elements of this policy correctly.

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## ***Related Documents***

Related Documents:

<b>Document Type:</b>	<b>Document Name:</b>	<b>Document Number:</b>
VCU Health System Policy	Pharmaceutical Sales Representatives	PH.AD.006
VCU Health System Policy	Vendor Refund and Rebate Checks	FN.PP.002
VCU Health System Policy	Sample Medications	PH.SP.004
VCU Health System Policy	Gifts and Entertainment	FN.PP.005
VCU Health System Policy	Introduction of Medical Equipment to the Health System	EC.MM.004
VCU Health System Policy	Recalls and Alerts for Non-Pharmaceuticals	EC.MM.002
VCU Health System	Value Analysis (Evaluations of Products and	EC.MM.006

<b>Document Type:</b>	<b>Document Name:</b>	<b>Document Number:</b>
Policy	Equipment)	

Related Content:

VCU Health System Policy - Dress Code via [HR4U](#)