



Northern Arizona
Healthcare

CORPORATE POLICY

Number:
CP708
Page 1 of 6

Effective Date:

VENDOR RELATIONS

Purpose

To define with whom and under what circumstances a vendor may engage in marketing activity with NAH and its affiliates (Flagstaff Medical Center, Verde Valley Medical Center).

Clinical information on new supply technology, educational programs and efforts to enhance patient management are essential to NAH's on-going efforts to improve the quality of patient care. NAH values the contribution made by vendors in this effort.

In order to take advantage of these contributions, NAH offers coordinated access to vendor representatives to conduct marketing activities for the purchasing of goods and services. Access is considered a privilege and therefore contingent on the representative's compliance with NAH policies and procedures set forth below.

NAH has professional, ethical, and legal obligations to protect health information from disclosure to unauthorized persons.

Policy

Registration

All vendors and their representatives are required to register on Northern Arizona Healthcare's (hereinafter referred to as NAH) vendor credential system **prior** to engaging in any informational activities or introduction of product or services. That website is <https://nahealth.vendormate.com>.

(NOTE: even if you belong to other Vendormate systems, make sure you have registered on NAH's Vendormate site and have read and acknowledged the applicable NAH's procedures and policies.)

If vendors will be in patient care areas, you will need to provide evidence of a MMR (Measles, Mumps and Rubella) vaccination and an annual tuberculosis (TB) status, which must be uploaded into the Vendormate system.

Badges

All vendors must obtain a badge from a Vendormate kiosk (several locations throughout the hospital) upon every visit to the hospital. The representative must indicate who they have an appointment with and describe in detail the intention for their visit. The badge must be visibly worn at all times while conducting activities at NAH. A badge is issued for a single day (visit). Each representative must obtain a badge each day they are on campus. All visits, for whatever purpose, must be prearranged with the department prior to arrival at NAH. "Cold calling" is prohibited.

One-time guests must sign in and receive a badge for that visit. If a guest plans to be on campus more than one time or in patient care areas, he/she must register with Vendormate in accordance with above. A registered vendor may invite a guest at no additional charge by signing into the Vendormate website and sending the guest an invite.

Approved By:

Date Reviewed:

Approved By:

Date Revised:

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Annual proxy badges may be required for vendors who provide deliveries and trauma services. To obtain these badges each vendor representative must first obtain approval through the Supply Chain Management Office. Construction vendors have a separate policy based within Safety and Security policies; contact Facilities for this information.

Non-Employee Safety Training

All vendor representatives will be required to read and acknowledge the Flagstaff Medical Center Non-Employee Safety Training form (see Attachments) upon registration in Vendormate.

Declaration of Patient Information Confidentiality

NAH is legally required under State and Federal laws, including, but not limited to, the Health Insurance Portability and Accountability Act (HIPAA), to protect the privacy of the Protected Health Information (PHI) of all patients treated at our facilities.

Your visit to NAH may include contact with patients, viewing of computer-stored patient information, viewing information from patient medical records, and/or incidentally overhearing confidential conversations. Under no circumstances may this information be discussed with anyone, unless otherwise required by law.

Prior to providing any services at NAH, a vendor must comply with the following:

- (1) Vendors who have direct patient contact or otherwise have access to Protected Health Information of patients are considered Business Associates under the HIPAA privacy regulations and must have a signed Business Associate Agreement on file with the NAH Legal Department. The vendor will print the Business Associate Agreement form located on NAH's Vendormate site (<https://nahealth.vendormate.com>), fill out the form, have it signed by a duly authorized agent of your company, and take the completed form to the NAH Legal Department for processing (4th Floor West Campus).
- (2) Vendors who require access of any nature to NAH's electronic informational systems in the performance of their duties must have a signed Remote Access Agreement on file with the NAH Legal Department. The vendor will print the Remote Access policy and agreement form located on NAH's Vendormate site (add website), fill out the form, have it signed by a duly authorized agent of your company, and take the completed form to the NAH Legal Department (4th Floor West Campus) for processing. NAH Legal will provide an executed copy of the Remote Access Agreement to the vendor, who will forward it to Vendormate for inclusion in the vendor's profile.

NAH Supply Chain Management Hours

FMC's Supply Chain Management is located at 1200 North Beaver Street, Flagstaff, AZ at the rear of the West Campus. VVMC's Supply Chain Management is located at 269 S. Candy Lane, Cottonwood, AZ. (Building is located on the west end of the hospital). Visits are by appointment M-F 9:00 a.m. – 3:00 p.m.

New Products and Product Demonstrations

Please note: only contracted items will be used at NAH. Any new product must go through the New Product approval process. A consignment/loan policy must be signed and in place to help identify and manage consigned or loaned equipment instruments and/or products. A signed receipt for these products is required.

Representatives of suppliers or manufacturers who wish to introduce a new medical supply or services to NAH must first contact NAH Supply Chain Management to get approval for demonstrations and trial of the product. You must be registered in Vendormate to be considered for new products.

Be advised that NAH has a product review process that is mandated by the NAH Administration. This process involves product evaluation, economic evaluation, staff / surgeon training and inventory matters, among other requirements.

Please note that for surgery-related products you must obtain a written prior approval for these medical supplies or services from the New Product Committee. If such approval is not obtained, the product(s) will be deemed a donation, the patient will not be charged for the item, and you will not be paid.

Vendors leaving or using products without approved permission from NAH Supply Chain or OR Business Analyst will be subject to discipline under Section F, "Enforcement of Hospital Policy." Supply Chain Management will help make arrangements with the vendor when its product will be needed for evaluation or trial.

Communicable Disease Precautions

To protect our patients, staff and vendors from transmission of communicable disease within our organization, vendors must be free of potentially transmissible diseases and have no recent exposure to these diseases. Before any appointment with our NAH staff, all vendors are reminded that compliance with hand hygiene and respiratory etiquette is required while at NAH.

Conflict of Interest

To reinforce NAH commitment to upholding the highest possible ethical standards and to foster greater transparency, NAH has implemented a revised Conflict of Interest policy HR 5-3.

Conflict of Interest involves a situation in which staff, vendor or surgeons have financial or other personal considerations that may compromise, or have the appearance of compromising, their professional judgment or integrity in clinical care. If a Conflict of Interest exists, the vendor representative may not be allowed to do business at NAH.

Purchase Orders

No merchandise may be shipped, nor any service performed, without an authorized purchase order. Purchase order numbers must appear on all shipments, packing slips, and invoices. Orders are understood to be shipped FOB destination unless otherwise specified on the purchase order. Price differences from the original purchase order amount must be authorized by the purchasing buyer in advance of shipments.

Catalogs and Pricing

Your interest and assistance is solicited to keep our Contracts' and Buyers' files of catalogs and other product literature up-to-date and accurate at all times. Contact the Contracts Specialist in Supply Chain Management for the required information.

Deliveries

Deliveries of all supplies and equipment should be through each hospital's Receiving Department unless otherwise specified on the purchase order. No orders or deliveries will be accepted if not referencing a valid NAH purchase order number. Signed receipt acknowledgements are required for payments. The purchase order number must appear on the packing slip, carton, and address label. Any shipment not containing the purchase order number will be returned to the supplier at the supplier's expense. It is important that items be promptly delivered according to the agreed upon delivery date at the time the order was placed. Deliveries can be made to our receiving dock Monday through Friday from 8:00 a.m. until 3:30 p.m. except holidays. Deliveries at other times will be refused unless emergency delivery has been requested. When the receiving dock is closed, emergency deliveries can be made by contacting the Security Department. Non-compliance will result in delay of payment.

Invoices

Invoices must be sent directly to Accounts Payable (PO Box 1268, Flagstaff, AZ 86002). Discounts are taken from date of receipt of invoice or date of actual receipt of material, whichever is later. All purchase orders must match 100% (line for line) to the vendor's invoice. All invoices or payments will be reduced to the purchase order price if not resolved prior to shipping. Line item sequence must match the purchase order line item sequence.

Invoices-Surgery Area Billing

1. NAH must receive invoicing for 'bill only' items within 24 hours of the surgery, including any charges related to that case (ex: freight, etc...). Bundled rates are no longer accepted and must be broken out by line item, to meet the criteria given by third party payors.
2. Two locked mailboxes are provided for easy invoice drop off.
 - At FMC: one mailbox is across from the front OR desk for billing, the other is located in the hallway outside the OR Buyer's office. Any invoices arriving after the 24 hours will not be paid and will be considered a donation.

At VVMC: a locked mailbox is located outside of the OR Buyer office. Invoices must be placed in this box.

MSDS Sheets

Please ensure that all appropriate MSDS sheets are included with all chemicals (solid or liquid) and all hazardous materials.

Expiration Dated Inventory

Inventory with an expiration date will not be accepted with less than a 2-year expiration date unless approved by NAH in writing. Vendors are required to rotate stock and ensure that NAH does not receive expired inventory.

Product Recalls and Discontinued Products

Any information regarding product recalls, product substitutes, product packaging changes, product design changes, product use changes and product education issues, must be sent to the Manager of Biomed, who serves as the liaison for all departments in regards to all product recalls or discontinued products.

Supplier Performance and Savings

As a matter of good purchasing practice, NAH periodically evaluates all suppliers on a basis of actual delivery performance compared to promised delivery date, ability to meet our rush requirements, unauthorized split shipment, number of rejects due to poor quality, and adherence to purchase order price. NAH also evaluates suppliers based on accurate and timely invoicing and pricing.

Subsequent buying decisions are strongly influenced by this evaluation. When appropriate, NAH will advise you of your ratings. Unsatisfactory ratings may result in removal from our Authorized Supplier List. NAH also has an active cost reduction and savings program. Thus, your ability to give and maintain low prices, together with consistent product quality and excellent service, is of great importance to our supplier selection. Most items are reviewed for price and delivery at a minimum of once a year.

Packing Slips

All medical supply packing slips must contain the following information: purchase order number, supplier product catalog number, packing slip number, quantity, unit of measure, and freight carrier (if applicable). Line item sequence must match the purchase order line item sequence.

Repairs

All repair costs must be approved by the respective buyer with an authorized purchase order issued before the completion of the repair. An estimate must be given to the department supervisor requesting the repair before work begins. Failure to comply with this policy assumes the supplier will be responsible for all costs

(materials and labor) and agrees to hold NAH harmless from all costs and damages, including property and personal injury.

Parking and Meeting Areas

Vendor representatives must use the visitor's parking or designated vendor parking. Do not park in restricted areas. Cafeterias and a vending area are available at the hospital for representative's use. Lounges are off limits for vendor representatives, unless invited by hospital personnel.

Freight Items

NAH will not pay any freight costs unless they are pre-negotiated. Otherwise, all orders placed by NAH will be shipped best way and be FOB Destination unless specified differently on the purchase order. UPS is NAH's preferred vendor. Please contact your buyer for the account information. The reference billing line must include the Purchase Order Number supplied by the buyer.

Tax Exempt

NAH is a not-for-profit organization and is tax exempt.

EDI & Bar Code Requirements

NAH has the ability to send orders and receive invoices via EDI and facsimile through Global Healthcare Exchange (GHX). Requests for this service should be directed to the Director of Supply Chain Management. All inventory items must have a unique readable bar code on the unit of issue. Suppliers should support NAH's efforts to conduct transactions electronically.

Gifts and Entertainment

Employees will not give or receive, directly or indirectly, payments, gifts, entertainment or other favors of more than nominal value, or hospitality or entertainment in excess of usual and reasonable limits, which (1) are in any way connected with the activities of NAH, or (2) might place the Employee under an obligation to a third party in connection with NAH activities. Rather than defining "nominal" with a specific dollar value, NAH expects its Employees to exercise good judgment in accepting gifts and favors. If an Employee has any concern whether a payment, gift or entertainment should be accepted, he/she should consult with his/her immediate supervisor or the NAH Legal Department

Excluded Parties

All NAH vendors must maintain eligibility to do business with all federal and state healthcare programs such as Medicare, Medicaid (AHCCS) and TRICARE. In the event that a vendor is excluded from doing business with a federal or state healthcare program, it will immediately notify NAH.

Enforcement of Hospital Policy

Non-Compliance with any of the policies may result in, but not be limited to, the following:

1. Meeting with the representative
2. Meeting with the representative and/or his/her supervisor
3. Immediate removal of suppliers or equipment from NAH
4. Suspension of hospital calls for the representative and/or company for a specified period of time
5. Suspension of all business.

Attachments: Flagstaff Medical Center Non-Employee Safety Training Form

Flagstaff Medical Center Non-Employee Safety Training

While you are here on Hospital premises, the following Safety training is provided to you to ensure your understanding of hospital safety procedures. We ask you to please read and sign stating you have a working understanding of the hospital safety and security procedures listed below. If you have any questions, please discuss these issues with Security Services immediately.

Infection Control

The single best way to prevent the spread or transmission of infection is to **wash your hands**. Wash your hands after any contact with food or drink, after using the restrooms or smoking and before and after any contact with or patient-care items. Flagstaff Medical Center observes a "No Smoking" policy within the buildings. Smoking is permitted in designated outdoors smoking areas only.

Safety

If you need emergency security assistance, pick up a hospital phone, dial ext 15555, and ask for security STAT.

If you hear any of these announcements, follow the direction of FMC staff and/or Security Services personnel:

- Code Triage is the overhead code for disaster.
- Code Red is the overhead code for fire.
- Code Pink is the overhead code for infant abduction.
- Code Blue is the overhead code for a life threatening medical emergency.
- Code Orange is the overhead code for a potential biohazard exposure.
- Code Yellow is the code for a bomb threat.
- Code Silver is for a combative person.