

WEST PENN ALLEGHENY HEALTH SYSTEM

Policy Name: Vendor Operations Policy

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Original Date: July 1, 2009

Reviewed by: Kathy DeLacio

Date of Review:

Date of Revision:

Revision:

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PURPOSE

It is the purpose of this policy to ensure compliance regarding identification, security and control of Vendor Representative access to West Penn Allegheny Health System (WPAHS) facilities. This policy has been developed to assist and direct all Vendor Representatives who call upon WPAHS staff. Vendor Representatives are guests of WPAHS and as such, must provide services in accordance with acceptable rules of conduct as determined by WPAHS. The ultimate aim of this policy is to ensure standards of patients' rights to privacy, confidentiality and safety are upheld.

SCOPE

This policy applies to all WPAHS facilities and personnel and directly applies to all Vendors and Vendor Representatives associated with the WPAHS facility.

DEFINITIONS

West Penn Allegheny Health System (WPAHS) Personnel: personnel are defined as all personnel, whether employed, contracted or affiliated with the healthcare facility, including all physicians, health care providers, and students.

West Penn Allegheny Health System (WPAHS) Facilities: for the purpose of this policy, healthcare facilities are defined as all facilities and respective campuses, whether owned, leased, rented or controlled by WPAHS.

Vendor(s): for the purpose of this policy, Vendors are defined as companies, manufacturers, suppliers of products, equipment or services, whether medical and non-medical or pharmaceutical and non-pharmaceutical.

Vendor Representative(s): for the purpose of this policy, Vendor Representatives are defined as any representative (i.e. sales person, company technician, manager, liaison, account executive, contact, senior management, and administrator), manager, medical/scientific liaison of a manufacturer or company visiting the WPAHS facility for the purpose of soliciting, marketing or distributing information regarding the use of vendor products or services.

Primary Business Partners: Vendors who have been determined by WPAHS to have a business relationship with WPAHS that warrants special circumstances and exceptions to the Check-In/Check-Out Procedures outlined in this policy.

Banned Vendors: For the purpose of this policy, a Banned Vendor is any Vendor or Vendor Representative that has been barred from doing business or soliciting business with WPAHS for any reason. Banned Vendors must contact the Vice President, Corporate Contracting, WPAHS for any access to any WPAHS facility.

Guest(s) of Registered Vendor: Employees and/or associates of the Vendor or Vendor Representative not routinely conducting business within WPAHS facilities. Guests must be accompanied by a registered Vendor Representative with Active Status and a Scheduled Appointment.

VendorStat: The Vendor Access and ID System that Vendors and Vendor Representatives register with to gain access within WPAHS facilities and fulfill WPAHS credential requirements.

Authorized Healthcare Facility Personnel: Persons employed by WPAHS having within their scope of duties the authority and responsibility for scheduling appointments, check-in/check-out, and administration, communication/contacting and/or interacting with Vendors or Vendor Representatives.

Hospital Site Lead: Person(s) identified at each WPAHS facility that maintain the operational flow of VendorStat within the confines of their facility and act as the lead contact person for all matters/issues pertaining to VendorStat within their facility.

Scheduler (s): Department administrators, clinical managers, or authorized WPAHS facility personnel that set up and schedule the Vendor Representative appointments (Scheduled Appointment) for their respective departments.

Check In/Check-Out Personnel: Security guards/officers, greeters/volunteers, or Authorized Healthcare Facility Personnel who perform the check-in/check-out feature on site for a Vendor Representative at the VendorStat Kiosks located within WPAHS facilities.

System Administrator: Authorized Healthcare Facility Personnel that can monitor Vendor Representative visits (past and present), add or delete, check-in/check-out users, add/remove hospital credentials, designate authorized users, roles and facility locations, and run a variety of reports to monitor Vendor and Vendor Representative compliance. Some functionality will be limited within VendorStat depending on an individual users' role.

Vendor Registration Area: Designated areas where the VendorStat Kiosk resides within the WPAHS facilities where Vendor Representatives will check in prior to accessing any other area of the WPAHS facility.

Active Status: Active Status occurs when a Vendor Representative has completed all of their required credentials and has paid their annual registration fee. Only representatives with an Active Status will have access to WPAHS facilities.

Requested Status: Requested Status occurs when a Vendor Representative has begun the VendorStat Registration Process but has not completed all requirements. Requested Status indicates that one or more credentials are outstanding and/or the registration fee has not been received. Vendor

Representatives in Requested Status may not be able to access WPAHS facilities. Please refer to COURTESY PASS PROCEDURE.

Suspended Status: Suspended Status occurs when a Vendor Representative has an expired credential, invalid information submitted for a credential or insufficient payment. Representatives with a Suspended Status will not have access to WPAHS facilities.

Terminated Status: Terminated Status occurs when a Vendor Representative no longer has a valid registration in the system. This can occur for a variety of reasons ranging from employment termination to a healthcare facility violation. Representatives with a Terminated Status will not have access to WPAHS facilities.

Scheduled Appointment: For the purposes of this policy, a Scheduled Appointment refers to an appointment in the VendorStat system made by a Scheduler.

Courtesy Pass: A temporary identification badge valid only for the day in which it was issued. Courtesy passes will be issued to specific groups of people with a limit set for each group. Please refer to COURTESY PASS PROCEDURE for more information.

VENDORSTAT REGISTRATION

- A. It is the responsibility of all Vendors providing a product or service to any areas within any WPAHS facility to register all Vendor Representatives who may be asked to perform a service or call upon staff within WPAHS.
- B. All fees associated with the registration process are the responsibility of the Vendor. VendorStat Terms and Conditions and Payment Fees can be found on the ProTech Compliance website at www.protechcompliance.com or during the registration process.
- C. Registration includes completion of the specific credentials set forth by WPAHS, including employment verification. It is the responsibility of the Vendor(s) and Vendor Representative(s) to update respective VendorStat accounts with any changes regarding employment.
- D. Only Vendor Representatives with an Active Status and Scheduled Appointment are permitted access into any of the WPAHS facilities upon verification by Check-In/Check-Out Personnel at the designated Vendor Registration Area(s).
- E. WPAHS reserves the right to ban any Vendor(s) or Vendor Representative(s) from doing business or soliciting business with WPAHS for any reason. Banned Vendors must contact Vice President, Corporate Contracting, WPAHS for access to any WPAHS Facility.

SCHEDULING PROCEDURE

- A. All Vendor Representatives must have a Scheduled Appointment with WPAHS personnel.
- B. Vendor Representatives in Requested or Active Status can be scheduled.

- C. Vendor Representatives in Suspended or Terminated Status will not be scheduled for appointments and will be denied access.
- D. Vendor Representatives who have not registered cannot be scheduled for appointments and will be denied access.
- E. Banned Vendors may be scheduled for an appointment with the approval of Vice President, Corporate Contracting, WPAHS.
- F. Schedulers in need of products or services from Vendor Representatives in Suspended or Terminated Status are to request another representative from the company.
- G. Vendor Representatives in Suspended or Terminated Status or are not registered are to be referred to ProTech Compliance Customer Service for assistance. Schedulers should not be engaged as to why the account is no longer in Active Status or advise Vendor Representatives on how to reenter Active Status.
- H. Vendor Representatives who will be bringing Guests to WPAHS facilities are to inform the WPAHS personnel they are scheduling the meeting with. Vendor Guest names will be noted in the comments section of the appointment.

CHECK-IN/CHECK-OUT PROCEDURE

- A. Check-In/Check-Out is required for all Vendor Representatives, Vendor Guests, Primary Business Partners and Banned Vendors
- B. Check-In/Check-Out is required at all times.
- C. Check-In/Check-Out Procedure for Primary Business Partners who are issued permanent badges is addressed in PERMANENT BADGE PROCEDURES.
- D. Upon arrival, a Vendor Representative must check in at the designated Vendor Registration Area by presenting their drivers license/state identification to the Check-In/Check-Out Personnel.
- E. Check-In/Check-Out Personnel verify that the Vendor Representative has an Active Status and a Scheduled Appointment.
- F. If Vendor Representative does not have an Active Status or a Scheduled Appointment, Check-In/Check-Out Personnel will take one of the following actions:
 - 1. Vendor Representative(s) in Suspended or Terminated Status will be denied access to WPAHS Facilities.
 - 2. Courtesy Pass Procedures (See COURTESY PASS PROCEDURE) apply to all other situations.
- G. Vendor Representatives who are granted access to WPHAS Facilities are provided a temporary identification badge which includes name, name of the person/department being visited, destination, and time/date of appointment. Badges must be displayed at all times.

- H. Driver license/state identification for all who are granted access to WPHAS Facilities is retained at the Vendor Registration Area.
- I. At the conclusion of the Scheduled Appointment, Vendor Representative(s) are to return immediately to the Vendor Registration Area to check-out and retrieve their driver license/state identification.

COURTESY PASS PROCEDURE

WPAHS recognizes the need to allow certain guests into the WPAHS facility although they may not meet all the requirements of this policy. Therefore, the ability to issue a courtesy pass to certain guests is required.

- A. Courtesy Passes are issued at designated Vendor Registration Areas only.
- B. Check-In/Check-Out Personnel will only call WPAHS personnel for verification of an appointment in the following two scenarios:
 - 1. Vendor Representative has an Active Status but no Scheduled Appointment
 - 2. Vendor Representative is not registered and has not received a previous courtesy pass.
- C. WPAHS may deny the issuance of a courtesy pass at anytime for any reason.
- D. Vendor Guests must be accompanied by a Registered Vendor Representative with Active Status and a Scheduled Appointment. Upon arrival, the Guest will check in and be issued a courtesy pass.
- E. Vendor Representatives who are in Requested Status and have a Scheduled Appointment may receive unlimited Courtesy Passes for 30 days from the date their account entered Requested Status. After the 30 day grace period has expired, Vendor Representatives who are still in Requested Status will be denied access.
- F. Vendor Representatives who have not registered may receive one Courtesy Pass at one WPAHS facility. VendorStat Registration Process must be started before the Vendor Representative returns to any WPAHS Facility. Verification of appointment is required.
- G. Vendor Representatives in Active Status who do not have a Scheduled Appointment may receive one Courtesy Pass at one WPAHS facility. Verification of an appointment is required.
- H. Banned Vendors who do not have a Scheduled Appointment are denied access.
- I.

PERMANENT BADGE PROCEDURE

Primary Business Partners may be issued a permanent badge by WPAHS in appropriate situations and when certain criteria are met.

- A. VendorStat Registration is required.

- B. Permanent badges are only issued to Primary Business Partners with Active Status.
- C. Check-In/Check-Out is required at any Vendor Registration Area, but does not require a Scheduled Appointment.
- D. Badges must be worn at all times.
- E. Driver license/state identification is not retained at the Vendor Registration Area.
- F. Random audits are conducted by WPAHS Personnel to ensure compliance to Permanent Badge Procedures.
- G. Permanent badges may be revoked at the discretion of the WPAHS Facility at any time for any reason.

DEPARTMENTAL AND STAFF RESPONSIBILITIES

- A. All staff should be observant of others around them. If a Vendor Representative is in any area without an appointment and badge (temporary or permanent), staff should politely request that the Vendor Representative leave that area. Repeated instances should be reported to the appropriate WPAHS facility personnel.
- B. Vendor Representative information will only be released by ProTech Compliance Customer Service upon request in writing from authorized WPAHS Personnel. This is to protect the privacy and the integrity of the information in each registration and to ensure the information is being released to the appropriate audience within WPAHS.

COMPLIANCE

- A. Vendor Representatives who fail to comply with the WPAHS's Vendor Operations Policy will be subject to disciplinary action up to and including losing their business privileges.
- B. Repeated non-adherence to this policy by Vendor Representatives may result in suspension, a request to replace company representatives and possible loss of business privileges at the WPAHS facility. Violations may include, but not limited to:
 1. First violation: Verbal and written warning to Vendor Representative; written notification to district manager or Vendor Representative's supervisor.
 2. Second violation: Suspension of Vendor Representative and/or Vendor from WPAHS Facilities for six months.
 3. Third violation: Suspension of Vendor Representative and/or the Vendor from WPAHS Facilities for one year or more and review of multi-source products obtained from the Vendor for conversion.
- C. All Vendor Representatives will be subject to random audits to ensure compliance and the integrity of the information, including employment verification, submitted. Should the

audit fail, Vendor Representatives will be notified (along with the appropriate WPAHS facility personnel) and informed of the necessary actions to ensure compliance.

- D. The Vendor Operations Policy is to be upheld in conjunction with the Vendor Interaction Policy and Vendor Conduct Policy of the WPAHS facility.

DOWNTIME PROCEDURES

In the event that VendorStat is not available for any reason, follow the procedures below.

- A. For all WPAHS personnel: All issues should be called in to WPAHS Help Desk. WPAHS Help Desk will escalate appropriately.
- B. For Check-In/Check-Out Personnel, the minimum information should be recorded (handwritten or electronically) for anyone that would normally be checked in via VendorStat: full name, company name, person and department being visited, date and time of appointment. This information should also be written on a temporary badge for the visitor.

When VendorStat is restored and back online, manually recorded data will be entered into VendorStat by check-in personnel.

- C. For Schedulers, record the appointment in VendorStat when the system is available. In the case of emergency, please notify the local Check-In/Check-Out Personnel that you are expecting a Vendor Representative that does not have an appointment. The following minimum information needs to be provided for the Vendor Representative: full name, company name, person and department being visited, date and time of appointment. This information should also be written on a temporary badge for the visitor.
- D. ProTech Compliance will notify WPAHS Help Desk via e-mail with outage notification and resolution.