

## **SUPPLIER ENGAGEMENT**

**Originator: Senior Director Supply Chain Services**

**Approved By: Mark T. Steele, M.D., Chief Medical Officer/Chief Operating Officer**

**Policy:** Only approved Healthcare Industry Representatives (HCIR) will be permitted access to Truman Medical Centers (TMC) for the purpose of solicitation, education or any other means of promoting their products, equipment and/or services. HCIR presence is subject to approval by the Senior Director Supply Chain Services (SCS) or the Director of the clinical area at which the HCIR will be present.

All business with HCIRs must be performed in accordance with the highest ethical standards intended to protect patient confidentiality and to comply with the applicable laws, regulations and TMC policies.

**Scope:**  Corporate  Facility  Department

Hospital Hill	Lakewood	Long Term Care	University Health Surgery Center
X	X	X	X

### **Procedure:**

- I. HCIR are expected to follow this policy and any HCIR not in compliance will be asked to leave the premises.
- II. As a general rule, HCIR must be registered with TMC Supplier Credentialing System (Credentialing System), which assists in credentialing and monitoring requirements for HCIR.
- III. Sign In/Check In
  - A. HCIRs may only come on site when they have a scheduled appointment.
  - B. Sign in using the Credentialing System:
    1. HCIR will sign into the Credentialing System to verify all requirements (education, vaccines, and other required documentation) are completed and the HCIR is approved for access into the facility.
    2. Sign in to the Credentialing System can also be performed via cell phone.
    3. The Credentialing System will print an HCIR ID badge and the HCIR will report to the unit where he/she is conducting business.
    4. This procedure must be consistently followed at all times and the HCIR will not be able to come into the facility if the required access through the Credentialing System is denied.
    5. Each HCIR ID badge will be valid only for the date issued.
    6. If an HCIR appears in any TMC location without an HCIR ID badge, he/she will be directed to SCS.
  - C. HCIRs must sign out from the Credentialing System and destroy the HCIR ID badge prior to exiting the facility.

#### IV. HCIR Requirements

- A. HCIRs are only permitted in patient care areas if accompanied by a Workforce Member.
  - 1. When in the company of Workforce Members, the HCIR will follow instructions of Workforce Members related to all safety or emergency management situations (e.g. fire, severe weather).
  - 2. When not in the company of a Workforce Member in non-patient care areas, the HCIR will follow instructions paged overhead.
- B. If an HCIR's presence is required during a procedure:
  - 1. The HCIR:
    - a. May not enter the sterile field.
    - b. May not open or hand any sterile items to the sterile field.
    - c. May not provide any patient care.
    - d. Will act as support agent for products only.
  - 2. Only one HCIR is allowed per room/per case unless specific arrangements have been made in advance.
- C. Suppliers are required to deliver instrument and/or implant trays that require sterilization at least 24 hours prior to use so that adequate cleaning, inspection, assembly and sterilization/monitoring can be achieved. Inventory sheets must accompany all loaner trays at time of delivery to ensure all items have been identified and inventoried prior to use. It is the responsibility of the vendor to ensure these inventory sheets are up to date and complete.
- D. All invoices must be issued to the Accounts Payable Department and must include the relevant TMC purchase order number. Invoices without a TMC purchase order number will be denied payment.
- E. Cellular telephones, pagers and any other electronic devices must be silenced or turned off while in patient care areas. Cellular telephones must not be used in the presence of patients and visitors, including hallways, lobbies and elevators. All devices must be used in accordance with the [Use of Wireless Devices](#) policy, including the provision to turn off devices where signs with this instruction are posted.
- F. HCIRs must hold all TMC materials, documents or information disclosed by TMC either directly or indirectly, in the strictest confidence.
- G. Any HCIR-provided electrical equipment required must be delivered at least 2 hours prior to the procedure and be checked and tagged by the Biomedical Engineering department before it is used.
- H. HCIRs must provide an accurate written inventory for all components of trays, supply documentation as to the proper sterilization for instruments or implants, and deliver the trays to the appropriate location.
- I. After the procedure is completed, the HCIR will immediately report any missing instruments to department management. Verification will be made prior to acceptance of any invoice for replacement of missing instruments by checking the previously submitted inventory with the instruments used during the procedure. TMC will not be responsible for damaged or missing electrical equipment provided by HCIR.

- J. The HCIR must have the Nurse Circulator sign for products the HCIR brought which were used and need to be billed.
- V. Refer to the [Drug Samples](#) policy for instructions for handling drug samples.