

Vendor Visitation

VCU Health System Authority & Affiliates Policy

Document Owner: Associate VP, Supply Chain

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This policy applies to Virginia Commonwealth University Health System Authority and all of its wholly owned or controlled affiliates (collectively referred to herein as VCUHS or VCU Health System).

This policy applies to the facilities marked below:

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| <input checked="" type="checkbox"/> VCU Medical Center | <input checked="" type="checkbox"/> Community Memorial Hospital | <input checked="" type="checkbox"/> VCU Health Children's Services at Brook Road |
| <input checked="" type="checkbox"/> VCU Health Ambulatory Surgery Center L.L.C | <input checked="" type="checkbox"/> Community Memorial Hospital (Hundley Center) | <input checked="" type="checkbox"/> VCU Health Tappahannock Hospital |
| <input checked="" type="checkbox"/> MCV Associated Physicians d/b/a MCV Physicians | <input checked="" type="checkbox"/> CMH Physician Services, LLC | |

Purpose

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

Definitions

Term:	Definition:
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 Code of Conduct, policies, procedures and confidentiality practices regarding information obtained during the course of business with the health system.
- B. Additional departmental requirements apply, see:
- Pharmaceutical Sales Representatives: see policy (top right)
 - Perioperative Services: Vendor Expectations Procedures
 - Sterile Processing: Vendor Inventory Management System
- 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 "Value Analysis - Evaluations of Products and Equipment (top right).
- 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 and the 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 (804-628-8867), the VCU Health's Compliance Helpline (1-800-620-1438), or Safety and Security (804-828-4300).
- G. Team members may contact the Director of Supplier Diversity, 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 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 vendors.
 - b. The vendor provides clinical staff in the area a handoff communication upon completion of the patient encounter.

J. Vendors are prohibited from the following:

(Exceptions must be approved by Vice President of Supply Chain.)

- J.1. Providing comparative cost information to team members. Vendor representatives do not have access to VCU Health System acquisition costs and therefore cannot provide meaningful comparisons between their products and competitive items.
- J.2. Communicating contract specific information prior to the formal announcement by VCU Health System.
- J.3. Inaccurately representing contract agreement language, terms and conditions, etc.
- J.4. Placing or asking for information to be placed in the mailboxes of any VCU Health System team member.
- J.5. Distributing information to team members in a mass e-mail distribution.

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 "Gifts and Entertainment" (top right).

- L.1. Gifts of food and meals from vendors to a VCUHS department are prohibited.

- L.2. Vendor-supported food and meals can ONLY be provided in connection with programs accredited by the Accreditation Council for Continuing Medical Education (ACCME) and in compliance with ACCME guidelines.
 - L.3. The department must contact the [VCU Office of CME](#) which will apply for an unrestricted grant from the vendor. The proceeds of the grant may be used by the VCUHS department to purchase food in accordance with ACCME standards.
 - 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.
 - N. Vendor Compliance Disciplinary Violation Levels:
 - N.1. Warning: If a vendor representative violates this policy, they will receive a written or verbal warning stating the specific policy violation and the corrective action that must be taken. If the vendor does not take the required corrective action within the specified timeframe, they may be subject to further disciplinary action.
 - N.2. Probation: If a vendor violates this policy after receiving a warning, they may be placed on probation for a period of 90 days. During this time, the vendor will be required to take the necessary corrective action and demonstrate compliance with the policy. If the vendor fails to meet these requirements, they may be subject to further disciplinary action.
 - N.3. Suspension: If a vendor representative violates this policy after being placed on probation, they may be suspended from doing business with VCU Health System for a period of 180 days. During this time, the vendor will be required to take the necessary corrective action and demonstrate compliance with the policy before they can be reinstated.
 - N.4. Ban: If a vendor representative repeatedly violates this policy or if the violation is particularly severe, they may be banned from doing business with VCU Health system. This may be a permanent ban or a ban for a specified period of time, depending on the severity of the violation.
 - N.5. VCU Health System reserves the right to adjust the order and duration of the disciplinary levels listed above.
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Procedure

- 1. **Visiting vendor representatives registered with the symplr vendor management system and VCU Health System.**
 - 1.1. Schedule appointments initially one of two ways
 - 1.1.1. VCU Health System team member initiates an appointment request, via 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. Arrive at VCU Health System for appointment and sign-in utilizing the symplr system.
- 1.3. Sign in at the symplr Pass stations to obtain a day pass sticker printed at the station for appointments at facilities physically connected to the VCU Medical Center, Children's Hospital of Richmond (CHoR), Stony Point, Ambulatory Outpatient Pavilion and Short Pump Pavilion, Community Memorial Hospital and Tappahannock Hospital.
- 1.4. Receive a temporary badge (printed directly from Symplr kiosk).
- 1.5. Display the identification badge, printed from Symplr, on an outer layer of clothing prominently above the waist at all times alongside a company issued identification badge.
- 1.6. Appointments requiring scrubs: Utilize the RepScrubs product obtained from the RepScrubs dispensing machine.
- 1.7. Place personal belongings in designated areas, per departmental processes.
- 1.8. 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 at VCU Health System satellite facilities.
- 2.2. Show proof of sign in with badge on mobile device upon request.

- 2.3. Wear a permanent badge issued by Symplr while on-site to indicate proper registration with symplr vendor management system.
- 2.4. Upon completion of appointment: Sign out via the Symplr mobile application and leave the VCU Health System facility immediately.

3. Introduction of a new product or service

- 3.1. A VCU Health System team member submits new product information or savings opportunities via email to the appropriate [Value Analysis Facilitator](#).
- 3.2. Follow the Value Analysis policy (top right) 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.

Related Documents

Policies are available from list on top right in shaded area.

Document Type:	Document Name:
VCU Medical Center Policy	Pharmaceutical Sales Representatives
VCU Health System Authority & Affiliates Policy	Vendor Refund and Rebate Checks
VCU Health System Authority & Affiliates Policy	Purchasing
VCU Health System Authority & Affiliates Policy	Sample Medications
VCU Health System Authority & Affiliates Policy	Gifts and Entertainment
VCU Health System Authority & Affiliates Policy	Introduction of Medical Equipment to the Health System
VCU Health System Authority & Affiliates Policy	Recalls and Alerts for Non-Pharmaceuticals
VCU Health System Authority & Affiliates Policy	Value Analysis (Evaluations of Products and Equipment)
Perioperative Policy	Perioperative Services Dress Code Policy: PS.100

VCU Health System Code of Conduct via [Compliance Documents](#)

VCU Health System General Terms and Conditions via [Vendor Information](#)

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