

Policy/Procedure: DUHS Vendor Representatives

Document ID: 3711	Revision Number: 1	Status: Published
Origination Date: 08/31/2001		Effective Date: 10/22/2018

Review History: 08/2001, 05/2003, 07/2009, 01/2010, 11/2011, 01/2013, 10/2014, 03/2017, 10/2018

Applicability:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Ambulatory Surgery Center Arrington | <input checked="" type="checkbox"/> Duke University Hospital (DUH) (both campuses) |
| <input checked="" type="checkbox"/> Davis Ambulatory Surgery Center (DASC) | <input type="checkbox"/> Durham Campus Only |
| <input checked="" type="checkbox"/> Duke Health Integrated Practice (DHIP) | <input type="checkbox"/> Duke Raleigh Campus Only |
| <input checked="" type="checkbox"/> Duke Health Technology Services (DHTS) | <input type="checkbox"/> Patient Revenue Management Organization (PRMO) |
| <input checked="" type="checkbox"/> Duke HomeCare & Hospice (DHCH) | <input checked="" type="checkbox"/> Population Health Management Office (PHMO) |
| <input checked="" type="checkbox"/> Duke Primary Care (DPC) | |
| <input checked="" type="checkbox"/> Duke Regional Hospital (DRH) | |

Definitions:

Duke Health:

The clinical settings (hospitals, clinics and other Duke Health entities where patient care is provided), billing operations (Patient Revenue Management Organization, LLC) and Duke Health Integrated Practice (DHIP).

Vendor Representative:

An individual associated with a company that does business with Duke Health.

Level:

Personnel:

Individuals who enter/visit patient care areas either in Duke Health Individuals with access to Duke clinical IT systems whether remotely or on site.

Individuals with contractor badges

Competencies/Skills:

Required Resources:

Policy Statement:

All vendor representatives will adhere to Duke Health System Procedures, and will abide by the laws and regulations of the State of North Carolina, federal government, The Joint Commission (TJC), AORN, HIPAA Privacy Rule, and other regulatory standards of practice. Prior to entering a Duke Health entity for business purposes, vendor representatives will have completed registration with Vendormate, providing evidence of competency for desired/required level.

Policy/Procedure: DUHS Vendor Representatives

I. Procedure to register and create a profile in Vendormate:

THE ONLY ALLOWABLE NAMETAG FOR DUHS IS THE VERTICAL PREMIUM MEMBERSHIP TAG.

1) Prior to first visit or remote access to clinical systems, individuals must:

- a) Prior to coming to a Duke Health entity for business purposes, vendor representatives will:
 - Register with Vendormate for Duke Health, providing evidence of competency for desired/required level. <https://login.ghx.com/login>
 - Complete the required training and paperwork in Vendormate. Such requirements are based on the areas the Vendor visits.
 - Provide evidence of required immunizations as requested through Vendormate registration.
 - DME Representatives are to indicate during registration, that you will be at bedside and will have patient contact in the normal course of your role.

****Vendor representatives who are not in compliance with the requirements will not be able to obtain a Vendormate ID nametag, and therefore will not be permitted to conduct business at any Duke Health entity.**

2) Check in procedure for all Hospital Representatives: Upon arrival to any entity, in order to obtain a nametag, vendor representatives will:

- a) Sign into Vendormate. <https://login.ghx.com/login>.
- b) If the vendor representative has not registered with Vendormate, they should go to the Procurement Office at 310 Trent Drive Suite 154 at the Duke University campus in Durham, NC.
- c) Allowance to enter the premises for purposes of representing a company will be determined on a case by case basis at Procurement. For purposes of this policy, no grace entry will be allowed.
- d) Vendor representatives will be issued a nametag at check in, which will serve as a pass for the time period of the scheduled appointment. The nametag serves as a photo ID and includes area to be visited, the date of the visit, and their company.
- e) The nametag should be prominently displayed above the waist, along with their company issued nametag. Vendor representatives must wear the nametag and their company badge at all times while in the facility.

3) Check in procedure for Extended Care Companies at Duke University Hospital only:

- a) Representatives who have been granted on-site review access by the Department of Patient Resource Management, will have their names and companies maintained on file in Vendormate.
- b) Prior to signing in, the Extended Care Representative must have prior approval from a PRM and must confirm this with the receptionist at Procurement, who will retain the list of approved representatives for that day.
- c) Representatives will check in at Duke Hospital, and will be issued a nametag for that day.

Policy/Procedure: DUHS Vendor Representatives

II. Check in locations for Vendormate Badges

A. Duke Hospital: (includes Duke Medical Pavilion (DMP) & Duke Cancer Center

- 1) Materials Management Supply Chain:** Zero level Duke University Hospital **OR:** Outside of ORs located in the DMP.
- 2) Cardiology:** Staff Lounge in Cardiac Cath Lab, floor 7.
- 3) Radiology:** Children's Health Center corridor 1901X " around the corner from Radiology.
- 4) ASC:** Front desk, Ambulatory Surgery Center North Pavilion.
- 5) Eye Center:** Front desk in the Wadsworth Eye Center for non-Operating Room representatives. For representatives who are designated by competency and Vendormate registration to go into the Operating rooms will sign in at the kiosk outside of the Eye Center Operating rooms.
- 6) Procurement:** Vendors not visiting any of the above areas will obtain nametag at Procurement in Trent Hall. Profile will be confirmed as PASS prior to badge issuance.

B. Duke South Clinics on Trent Drive: 2nd floor before bridge to parking garage.

C. Duke Regional Hospital: Materials Management Supply Chain: Resource Distribution, basement DRH **OR: Information desk in the Lobby of DRH.**

D. Davis Ambulatory Surgery Center: Main Lobby: Business office after reporting to the front desk.

E. Duke Raleigh Hospital: Off the main lobby: Take first hallway on the right, past the main elevators.

F. Offsite Duke Cancer Institute (DCI) Locations: Check in at front desk

Macon Pond: 4101 Macon Pond Rd Raleigh, NC 27607

Cary-Radiation Oncology: 300 Asheville Ave, Suite 110 Cary, NC

Cary-Medical Oncology: 216 Asheville Ave, Suite 20, Cary NC 27518

G. Clinics: Check in at front desk and Vendormate credentials will be confirmed\ Duke Primary Care (DPC) (aka Duke University Affiliated Physician Practices –DUAP, Duke Health Integrated Practice (DHIP), Lenox Baker Morreene Road Neurology Clinic:

H. Extended Care and DME Representative at Duke Regional and Duke Raleigh Check in using Vendormate.

I. DME Representatives at Duke University Hospital

When fully credentialed in Vendormate, check in with each visit will NOT be required at Duke Hospital ONLY. Vendormate check in is required at Duke Regional and Duke Raleigh Hospitals.

Policy/Procedure: DUHS Vendor Representatives

*Vendormate computers are property of DUHS and any activity is regulated to comply with DUHS DHTS policy. Vendor representatives will access computers only for obtaining a nametag for that particular location. Any activity other than the foregoing will be construed as a breach in policy and may result in dismissal from entering any DUHS facility.

*Each Duke Facility, or specific departments within each facility, may have additional Policies and Procedures. Vendor representatives shall receive such information from the department upon their initial visit, and periodically thereafter, and will be expected to abide by the specific area's policy.

III. General Information for REPRESENTATIVE IN PROCEDURAL AREAS (OR, Interventional Radiology, Cath Lab, EP or GI Lab)

- A. One vendor representative is allowed in an Operating Room or Procedural area. Rare exceptions may be granted if requested at least one week in advance.
- B. The vendor representative may not to open any sterile product. Product is to be given to the appropriate Duke Staff member to open.
- C. **Inventory:** Vendor representatives will not remove inventory at any time, unless their company inventory is consigned. If Vendor representative is stocking consigned inventory notification of the appropriate personnel is required prior to restocking or removing inventory.
 - 1) **Should a Duke Physician or staff member request inventory retrieval from Duke Hospital while at the VA, the representative must decline.** A Duke Staff member must facilitate any retrieval of inventory and transfer to the VA.
- D. **Dress Code:** Vendor Representatives will wear a **red bouffant cap** as a designation of vendor status.
- E. Representatives **will not wear scrubs** when entering DUHS.
- F. All representatives will need to wear a Duke issued bunny suit or paper scrubs prior to entering O.R. or procedure area.
- G. **Trays for Sterile Processing:** Trays must be dropped off at least 24 hours prior to the surgery. Receiving a tray within the twenty-four-hour timeframe prior to surgery creates a significant hardship for Central Sterile Processing. For this reason, failure to abide by this for any reason may result in suspension. [DRH Vendor Tray Delivery and Processing](#).
- H. **To report an unauthorized vendor or a breach in policy**, call Procurement and Supply Chain Management at 681-5900 or 684-4010. Simply furnish the representative's name, and/or company so that follow up can occur.

Policy/Procedure: DUHS Vendor Representatives

- I. **DUHS Gifts and Courtesies Policy:** The policy prohibits the acceptance of gifts or courtesies from vendors for goods or service
- 1) Gifts and Courtesies. Policy #205839
 - 2) Food paid by vendors is prohibited, including food provided during educational sessions.
 - 3) DUHS staff and medical staff may not accept a meal where vendors are paying for the meal including during educational programs.
 - 4) **Failure to comply with these Procedures** may result in the loss of Vendor's privileges, and exclude the Vendor representative from further visitation at Duke Health. Length and duration of privilege loss will be determined on a case by case basis by the Director of Clinical Resource Management, in consultation with the VP Supply Chain, and other departments within DUHS as appropriate.

IV. General Information for All representatives:

- A. Passes are good for the pre-scheduled appointment only.
- B. Vendor representatives may be present in common areas of the facilities. However, initiating unsolicited contact with clinicians and facility employees is prohibited, and may result in suspension of visitation privileges.
- C. Vendor representatives' access to patient-specific information in any clinical setting shall be managed in accordance with the HIPAA Privacy Rule.
- D. Representatives may visit in patient care areas only by prescheduled appointment. The representative may be asked for verification of appointment at any time while on the premises.
- E. **Vendor Representatives that interrogate pacemakers, ICDs or any implantable device must follow processes and policies that outline their actions with respect to this practice.**
- F. Two representatives per company will be permitted to visit a patient care area at one time. Additional representatives may be allowed when support is required for pre-approved trials or when in-service training is needed.
- G. **Education delivered by a Vendor Representative:**
- 1) With the exception of the appropriately credentialed DME companies, Vendor representatives are not permitted to provide education directly to patients, family members, or any individual accompanying the patient
 - 2) Vendor representatives may provide education directly to staff and members of the medical staff in clinical areas. All education activities must be coordinated through
 - 3) Continuing Education and Professional Development (CEPD). CEPD will be responsible for ensuring adherence with related DUHS policies.

Policy/Procedure: DUHS Vendor Representatives

- 4) CEPD will work with the respective Value Analysis Teams (VATs) to approve/prepare materials, prepare education schedule for the vendor representative to follow and will alert the staff to the upcoming education.
 - 5) Materials that are distributed to staff by the vendor during educational activities may not be branded with their company's name/logo. Materials such as slide decks that are not distributed may have logos.
 - 6) Evaluations will be created internally. Vendors may be asked to supply information in order to create the evaluations. Evaluations will not have the vendor's logo.
 - 7) Evaluations will be collected by DUHS.
- H. Displaying company advertisements, without prior permission from appropriate clinical staff and approval from VP Supply Chain, is prohibited.
- I. Vendor representatives must park their private or company vehicles in appropriate visitor parking areas. Vehicles parked in unauthorized areas will be towed at the owner's expense.
- J. Duke University Health System does not permit the distribution of diaper bags or other vendor provided material to patients, staff or families.
- K. Companies must notify Vendormate in the event a vendor representative is terminated, voluntarily leaves the company, and/or if the competency changes.
- L. All Non-FDA approved Investigational Devices (Class A or B) must have Duke IRB approval, and a FDA IDE/HDE number, and a Duke Material (SAP) number. (Refer to Use and Reimbursement for Non-FDA-Approved Investigational Devices Procedure)
- M. Investigators who plan to study or use non-FDA approved devices will assure clinical staff competency in the proper and safe use of the device, the identification and immediate management of any complications that might arise in connection with the device, and will educate involved clinical staff as to the procedures of the study. Such competency validation and education will occur before the research is initiated in the patient care setting. In addition, investigators will comply with all IRB requirements regarding the use of non-FDA approved devices.
- N. Medical Equipment must be inspected and approved by Clinical Engineering prior to use. Vendors will assume all responsibility of the equipment on loan or evaluation for proper operation or suitability. Please contact Clinical Engineering at 919-681-2525 with questions.
- O. Vendor Representatives may not introduce products to any facility prior to meeting with the appropriate Procurement & Supply Chain Management representative and/or Duke Committee liaison.
- P. Products and equipment that are delivered without a valid purchase order may be considered a donation to Duke, or may be returned at the vendor's expense.

REFERENCES

Citations: N/A

Authoritative Source: N/A

Additional References:
TJC HR Standards

Associated Policies: N/A

Attachment Names: N/A