I. PURPOSE

A. To establish regulations for vendors doing business at the Facility.
B. To provide guidelines for faculty and staff when interacting with vendors.
C. To assure appropriate identification of all vendors visiting the Facility.
D. To minimize interruption of patient care and staff productivity.
E. To ensure that all vendor contacts are consistent with the Facility patient care mission.
F. To specify a mechanism to enforce these guidelines.

II. DEFINITIONS:

A. **Vendor Definition** is: Any representative of a manufacturer, distributor or company who visits the Facility for the purpose of soliciting, marketing, or distributing information regarding the use of medications, products, equipment or services.

III. POLICY:

A. Vendors that conduct business at or with the University of Utah Hospitals and Clinics will do so in accordance with UHC policy guidelines. Vendor Representatives shall interact with residents, faculty, students, and staff of the Facility in a manner that meets ethical standards, protects patient confidentiality, does not interfere with the process of patient care, and encourages the appropriate, efficient and cost-effective use of equipment, supplies, and pharmaceuticals within our facilities. This policy shall be enforced by the Supply Chain at UHC which reserves the right to revoke vendor access for cause. It is the responsibility of all staff to monitor and assure that all vendors are compliant with these Guidelines.

IV. PROCEDURE – POLICY STANDARDS:

A. VENDOR IDENTIFICATION

1. Vendors visiting the Hospital on a regular basis to provide services may complete an Employee Data Form and receive, at UHC discretion, a UHC
Identification Badge. This form can be obtained and arrangements for the Identification Badge can be made through the Support Services Department (585-3869) or Pharmacy Department (587-9842). All pharmaceutical representatives are required to obtain a vendor identification badge.

Infrequent Vendors must report to Pharmacy or Support Services at the facility they wish to visit and sign. All vendors are required to have an appointment with a Hospital contact. “Cold Calling” is prohibited. Pharmacy and Support Services may verify vendor appointments. Vendors without an appointment will be turned away or given the opportunity to call and make an appointment. Hospital staff are required to report vendors who visit their areas without an appointment and/or vendor pass. All vendors are required to display their Company ID Badge, in addition to the Hospital Badge or Day Pass while visiting and/or performing services at the University Hospitals and Clinics.

B. VENDOR ORIENTATION

1. Vendors will receive an orientation packet from Pharmacy and Support Services containing organizational policies, guidelines, directory information, and location restrictions and will be required to sign an agreement regarding HIPPA requirements. The Pharmacy Department conducts a special orientation program for pharmaceutical company representatives. For specific information, contact the Drug Information Service at 587-9842. For directions to the various UHC facilities, follow the link below.

http://www.parking.utah.edu/permits/visitorsVendors.html

C. PATIENT CONFIDENTIALITY

1. All vendors doing business with UUHC who regularly spend time in clinical areas must have signed a Business Associates Agreement, unless their parent company already has one on file. To complete an agreement or verify that your parent company has an agreement on file, you may contact Milton Burbidge at 801-587-6175, or you may contact the Privacy Office at 801-587-9241.

D. VENDOR PARKING

1. Vendors who visit the Hospital frequently are required to purchase a parking permit and are allowed to park only in designated areas for that permit. Vendor “V” Permits are allowed to park in any “A”, “U”, or “E” locations and in the Patient/Visitor Terrace on Level 1 (excluding valet stalls). Vendors who choose not to purchase a Vendor Permit may park in the South, HCI Terrace Pay Lots or at any parking meters with the exception of the Red Loading Meters. Vendor Permits may be purchased from Commuter Services, located at 1901 E. South Campus Dr., Rm. No. 101. Please contact them at 801-581-6415 for current
prices. Vendors are expected to follow all parking regulations and pay for all parking violations. Parking infractions may jeopardize a vendor’s opportunity to do business at the University of Utah Hospitals and Clinics.

E. PURCHASE ORDER

1. Representatives may NOT accept any written, verbal, electronic or FAX order for supplies and services, unless an official Purchase Order has been assigned by the Purchasing department. UHC reserves the right to refuse payment for invoices against non-valid POs.

F. INTRODUCTION OF NEW PRODUCTS & EQUIPMENT

In order to receive consideration for the introduction of new products & equipment, vendors must have received either by certified mail or have read and signed off on UHC’s “Vendor Letter” and must follow the guidelines outlined in the policy titled “Acquisition of Medical/Surgical Supplies & Related Equipment”.

G. PATIENT CONFIDENTIALITY RESTRICTION

1. Under most circumstances, vendors are prohibited from entering patient care areas within the Hospital and Clinics. An exception to this is a situation in which a vendor is required for training on new equipment, or device already purchased by the Facility, setting up such equipment, or similar activities associated with products and equipment. These situations require approval from the Director/Division Chair and a verified Business Associates Agreement as outlined in paragraph C.

H. DISTRIBUTION OF PROMOTIONAL MATERIALS

1. All promotional materials will be given to the Manager, Director or their designate for dissemination to hospital staff. Vendors are not permitted to distribute, post or leave any type of printed or handwritten material, advertisements, signs or other such promotional materials anywhere on the hospital premises. Unsolicited educational, promotional or informational materials may not be given to physicians and staff unless explicitly requested.

I. PATIENT EDUCATIONAL MATERIALS

1. Distribution of vendor patient educational materials that may be useful to our patients must first be reviewed by the appropriate department management. Vendors are strictly prohibited from providing educational materials of any kind directly to patients, their families or leaving these materials in areas accessible to patients.

J. RESTRICTED VENDOR INFORMATION

1. Vendors shall not provide comparative pricing information in their literature or in their discussions with Hospital customers. Since Vendors can only assume a
competitor’s pricing, this information can be very misleading to Hospital customers. The Hospital staff will utilize the Purchasing Department or Pharmacy Department, as appropriate, as a resource for pricing and analysis.

**K. PRODUCT INFORMATION**

1. Vendor is responsible for the following:
   a. Recall information when appropriate
   b. Product Changes & Price Changes
   c. Back order or shortage problems
   d. FDA status changes
   e. Manage any consignment inventories located at UHC

**L. SAMPLES**

1. The University Hospitals and Clinics do not allow prescription drug samples within the organization unless the clinic has an approved protocol for samples. Med/Surg. Supply samples will be given to the Director, Managers, or their designate to distribute to their staff, Clinical personnel or physicians. Managers and Directors will be responsible to see that all new sample(s) for Medical/Surgical Supplies are first reviewed by the Product Evaluation Committee, Bio-Med and the Epidemiology Nurse prior to patient use. New products with estimated annual volume in excess of $5,000 would require review and authorization of the Technology Assessment Committee.

**M. GRATUITIES and Disclosure**

1. Vendor Representatives will comply with the University of Utah Policy on Gratuities that prohibits hospital employees from receiving compensation such as cash and personal gifts of any kind. Entertainment and / or meal engagements should not be used as an incentive to influence any transaction between the Hospital staff and a business entity. Because vendors can not provide food or entertainment for every department in the institution, it is unfair to allow them to provide such gifts for individual departments. Rather, UHC will accept donations toward employee recognition that can be used across the organization in lieu of these gifts for individual departments. In situations where employees or physicians have an interest in companies doing business with UHC, the guidelines in UHC’s Conflict of Interest Policy, ref. U of U P&P 2-30, must be followed. Site visits of Hospital staff for the purpose of demonstrating vendor products and equipment are acceptable, provided the expenses of the vendor are limited to the cost of Travel, food and lodging. Ref. U of U P&P 4-8 Full disclosure of all donations, department gifts, training opportunities or any gratuity given as an incentive or to influence the sale of products or services shall be reported for review by the Associate Hospital Administrator over the buying department or organization. Compliance to this Guideline is mandatory, especially when the buying department is different from the department receiving the gift or gratuity. All donations will be processed through Hospital Administration and the Office of the Vice President of Health Sciences.
N. **NONCOMPLIANCE**

1. Violation to these vendor guidelines will be monitored by the Purchasing Department and Pharmacy Department and may result in the following disciplinary action:
   a. Company notified
   b. Novation notified
   c. Temporary or Permanent restrictions on hospital visitation privileges

This policy follows the guidelines outlined in the University Health Care Hospital and Clinics Policy on Vendor Guidelines.

Approval Body: Graduate Medical Education Committee
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Policy Owner: Graduate Medical Education

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