

	<b>Vendor Visitation V13 040.010</b>	
	Department:	Security - 40
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	Approved By:	John Bolde/Domino

### Policy Body

This policy uses the term "Vendor" to refer to any person, company, or employee from whom Munson Medical Center may buy or contract products and/or services.

## POLICY

All vendors at Munson Medical Center must be REPtrax members, check in at the Loss Prevention Office located on the Receiving Dock or the Cath Lab on Floor A-6 and comply with the Munson Medical Center Vendor Visitation Policy and Procedure before receiving access to Munson Medical Center to do business.

**REPtrax** - a web driven software service that aids in the credentialing and monitoring of sales/service representatives in healthcare environments. REPtrax allows hospitals to enforce their policies throughout their vendor community, and for vendors to maintain compliance with those policies.

**Base Membership:** The no-charge REPtrax Base Membership is for any and all vendors that call on the hospital. It provides the ability to sign in and sign out of the hospital through the REPtrax kiosk, upload a picture and basic contact information, and be in constant communication with the hospital as it relates to vendor policies.

**Premium Membership:** The REPtrax Premium Membership, which has an annual fee, is for vendors who need specific credentials and primary documentation relating to vaccination history, product/service training and competency, employer's liability (insurance) and/or background checks. These requirements are for vendors accessing the Operating Room and/or Invasive Labs.

**Vendors with access to patient care areas such** as the OR, Cath Lab, and medical floors, or those who work with tissue must have criminal background checks completed and be able to produce evidence of the criminal background check.

To become a REPtrax member, vendors need to access <http://www.reptrax.com/> and register. This should be done prior to arrival at Munson Medical Center but may also be done on site on the day of the visit. A new member will need to select the correct user type as this defines what credentials will be needed for access. If there is a question about the user type, staff in the Loss Prevention department or a REPtrax representative should be contacted.

## PURPOSE

The Vendor Visitation Policy and Procedure is intended to monitor the presence and activity of vendors, and facilitate the rules, regulations, and requirements set in place at Munson Medical Center.

## PROCEDURE

All vendors must comply with the following requirements before receiving access to Munson Medical

Center:

**1. REQUIRED APPOINTMENT**

Have a scheduled work order or appointment directly with a specific department and/or staff member

**2. PARKING**

Park in the designated **Vendor Parking Lot J** only

**3. IDENTIFICATION**

Sign-in/Login at the Loss Prevention Window or Cath Lab and obtain an identification badge to be worn at all times while in the facility

**4. HIPAA PRIVACY RULE**

Shall not release or discuss any PHI (Protected Health Information) including medical records, billing records, schedules, logs or data available in computerized systems, quality improvement information and verbal discussion to anyone except physicians, nurses, or clinical staff caring for the patient. It is your legal, moral, and ethical duty to assure each patient's privacy and to preserve the confidentiality of patient information.

**5. EMERGENCY MANAGEMENT**

In the event of any Emergency Code situation, stand by for instructions from Security and follow established procedures.

In case of a Code Red-Fire, vendors must remain where they are when alarm sounds. Do not pass through barrier or fire doors. Do not use elevators unless directed by Incident Command or Fire Department.

When any Emergency Code incident has been resolved, Security will announce ALL CLEAR (3) times and departments may return to normal operations.

**6. INFECTION CONTROL**

To the best of your knowledge, must not have a communicable disease. Must not have a cough or fever greater than 101 degrees Fahrenheit (oral).

- Annual Tuberculosis skin test - All vendors working with patients in patient care areas must have proof of a negative result or documentation that appropriate medical follow-up/treatment to a positive result has been completed.
- Hepatitis B – All vendors whose job expectations could put them in contact with blood or body fluids must have either proof of vaccination or a signed declination form.

**General Access to Facility**

1. It is essential that all "Vendors" who do business or may want to do business with Munson Medical Center, remain aware that the primary objective of Munson Medical Center is patient care.
2. All vendors are required to schedule appointments and/or have specific documentation/work orders for visiting any Munson Medical Center area.
3. Appointments and work orders should be scheduled during normal daytime business hours. Unannounced visits and/or solicitation are unacceptable.
4. **All vendors must park their vehicles in Lot J**, the designated vendor parking lot. **Under no circumstances** may a vendor park in the main parking lots (A, B, and C) reserved for patients and visitors. **Vendors may not enter the facility through the main lobby entrance.**
5. Vendors must enter Munson Medical Center through the Receiving Dock (pedestrian entrance). Signs and directions are posted. Access is available to the Receiving Dock 24/7. To access entry after normal hours of operation, vendors can use the phone located outside of the Receiving Dock entrance door or their cell phone to contact Security Dispatch @ Ext 56700 or (231) 935-6700. Security Dispatch will then follow *Security Protocol for after Hours Vendors Access* to let the vendor in.
6. Items that a vendor wishes to bring in to the facility may be dropped off at Loss Prevention Services

located on the Receiving dock prior to parking their vehicle.

7. All electrical equipment or equipment for trial purposes must be inspected and approved for use by Clinical Engineering. Sufficient amount of time must be allowed to make arrangements for this service.
8. All Vendors at Munson Medical Center must be registered in REPtrax (a web driven software service) before receiving access to the facility. To register in REPtrax visit <http://www.reptrax.com>.
9. Vendors must sign-in/login at the REPtrax Kiosk located at the Loss Prevention Office on the Receiving Dock, Level 1 or in the Cath Lab on Floor A-6 before doing any business with Munson Medical Center.
10. Vendors and Contracted Service Reps with an authorized MMC photo ID badge must also check-in/out at a REPtrax Kiosk.
11. After logging in on the REPtrax system, a temporary ID will print, which identifies the vendor as having followed the registration process. Any vendor seen without proper identification will be asked to return to the Loss Prevention Window and/or contact Security via telephone.
12. If the REPtrax system is unavailable, vendors must sign in on a Munson Medical Center *Log Sheet for Visiting Contractors and Sales/Service Representatives* (form 4611) providing date, time in, name, phone number, company name and destination. After sign-in, a Loss Prevention Services Clerk (or designee) will issue the vendor a short-term MMC ID badge, which will identify them as having followed the registration process.
13. All vendors are required to check-out upon the completion of their visit using the same system they checked-in on.
14. Due to the allergic sensitivity of patients and staff, scented products are not to be worn in Munson Medical Center.
15. Vendors are not permitted to use personal communication devices in patient care areas. This includes, but is not limited to, cellular telephones and personally owned computers. Designated areas for personal communication devices use will be department specific and approved by the department manager.
16. Smoking and/or use of any tobacco product is not permitted on the Munson Medical Campus which includes all parking areas and sidewalks.

## **OTHER**

1. Regulatory agencies, law enforcement officials, court representatives and attorneys must be referred to the Administration Department at Munson Medical Center before entering the facility.
2. Visitors and other outside parties wishing a general tour of a facility or department must make arrangements with Corporate Communications (refer to policy #022.P003).

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## **\*Specific to SURGICAL SERVICES OPERATING ROOM and/or INVASIVE LABS:**

Vendors or Sales Representatives with access to the Operating Room and/or Invasive Labs must provide proof of the following:

- Annual Tuberculosis skin test
- Annual flu vaccination
- Employer's Liability Statement
- Employer Product/Service Competency
- OR Aseptic Techniques Competency
- OR Etiquette Competency
- Blood borne Pathogens Competency
- Proof of training on HIPAA policies and procedures
- Evidence of criminal background check

1. Vendors needing access to the Operating Room and/or Invasive Labs must therefore hold a Premium Membership with REPtrax, a company used by Munson Medical Center to track credentials required to comply with our vendor policy.
2. Appointments and work orders must be made directly with the Director, Manager, Coordinator, or other designated OR/Invasive Labs staff person and scheduled during normal daytime business hours. Unannounced visits and/or solicitation are unacceptable. Appointments will be approved based on appropriateness of the vendor's presence in the case and surgeon's request/approval.
3. Vendors will not be allowed to schedule appointments to solicit new products unless approved by the Department Manager or his/her designee. All sales appointments to see a private physician are to be made through the physician's office and take place at the physician's office.
4. Vendors are not allowed to bring "trial" equipment or supplies into patient care areas without approval from Surgical Management or Supply Chain. Sales representatives cannot open products to be used on the surgical field. MMC will not be responsible for reimbursement of such items if used without approval.
5. Representatives who want to provide free samples of product must first have approval to do so. The Cost Containment Committee, based on appropriateness and Surgeon request, may grant this approval.
6. Upon arrival to the Operating Room and/or Invasive Labs i.e. Cath Lab or EP Lab, (after logging in at the REPtrax kiosk) all vendors must sign in again at the Department Front Desk.
7. The OR Manager must authorize and provide written approval to vendors needing an access card to the locker room.
8. All persons who enter the restricted or semi-restricted areas of the Operating Room and/or Invasive Labs must change into hospital-loaned scrubs prior to entering the restricted areas. These scrubs are to be returned before leaving the facility. Any clothing worn into the facility from outdoors (including non-hospital scrub attire) is NOT allowed in the restricted areas.
9. Persons who enter the restricted or semi-restricted areas of the Operating Room and/or Invasive Labs are not allowed to wear artificial nails or jewelry.
10. Vendors in areas of the facility where direct care is being provided to patients must be accompanied by hospital personnel and approved by hospital officials and follow the following conditions:
  - Vendors cannot participate in any manner of a surgical procedure and can only take a consultative role/observatory role unless covered under the terms and conditions of the contract and approved by hospital officials.
  - Vendors cannot have a role in the diagnosis and/or treatment of patients.
  - Hospital officials must approve all admissions into the procedure or surgical areas. Therefore, it is to the discretion of the hospital officials to determine and confirm if vendors are qualified to be in those areas.
  - Vendors cannot touch or operate equipment used for current patient care unless covered under the

terms and conditions of the contract and approved by hospital officials.

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**\*Specific to CARDIAC CATH LAB and ELECTROPHYSIOLOGY (EP LAB)**

1. Vendors/sales representatives are prohibited from entering patient care areas, accept when access is required for:
  - 1.1. Training on new equipment or devices already purchased
  - 1.2. To help develop competency with equipment
  - 1.3. To assist surgeons/physicians when requested
    - 1.3.1. Vendors assisting in a patient care area will be authorized by the Physician and approved by the Cardiac Cath Lab/ EP Lab Manager.
2. Vendors not scheduled in a patient care area will be granted visitation to the Cath Lab/EP Lab on FLOOR A-6 two days only per month. These 2 days will be scheduled in advance through the Cath Lab Manager or his/her designee
  - 2.1. If there is to be a deviation requiring more than the 2 allowed scheduled days on A6, the physician requesting the presence of the vendor must get approval from the Cath Lab Manager or Director.
  - 2.2. The request must be due to a specific need for a specific case and may be granted by the Cath Lab Manager or Director.
3. Requests for educational days should be formatted as a request for an appointment and channeled through the Cardiac Cath Lab Educator and Scheduling Clerk.

**INVENTORY**

1. Vendors are not allowed to pull stock off of Munson shelves or from Munson inventory.
2. It is acceptable for a vendor to have stock in their vehicle and pull from that stock in emergency situations. "Trunk Stock" must be handed off to the A-6 staff before use. Vendors may not open products to be used in the surgical field.
3. All inventory used in the Cath Lab and EP Lab must be approved by the Supply Committee at Munson Medical Center. Requests for the Supply Committee to look at and/or evaluate and approve any materials or machines must be arranged with the Business Manager-Cardiovascular.

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Failure to comply with this Vendor Visitation policy may result in one of the following (term to be specified after review of violation):

- Written warning to the vendor from Hospital official, Department Director/Manager or his/her designee
- Access to facility denied until outstanding requirements are met
- Access to facility revoked

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**\*Specific to NON-MUNSON WORKERS ON CONSTRUCTION PROJECTS**

Workers on assignment associated with Facilities / Plant Engineering needing to access any and all areas of Munson Medical Center except occupied patient care areas must:

1. Receive specialized instruction and hospital orientation on or near the first day of work within the department they are working regarding specific assignments and duties. The amount of instruction depends on your experience and the job you are filling.
2. To assure the safety of our patients and facility, each worker is required to carry identification, and wear a MMC ID badge with badge attachment displaying Emergency Codes, and Disaster and Fire response plans. Dial 5-5555 for all Emergencies within the hospital.
3. **Understand the Infection Control Risk Assessment (ICRA). See Department Manager for additional information.** Definition: An ICRA is a multidisciplinary, organizational, documented process that

after considering the facility's patient population and program focuses on building infection prevention and safety through all phases of facility planning, design, construction, renovation, and facility maintenance, and coordinates and weighs knowledge about infection, infectious agents, and care of environment, permitting the organization to anticipate potential impact. This assessment provides the foundation for long range planning, as well as for each phase of the project from concept to completion.

4. If you are injured or ill on the job, report to your supervisor. If instructed by supervisor, for injuries requiring first aid, seek treatment by registering in the Emergency Department. Go directly to the Emergency Department for serious injuries.
5. Hepatitis B – All plumbers or others whose job expectations could put them in contact with blood or body fluids must have either proof of vaccination or a signed declination form. The Hepatitis B vaccine is available through Occupational Health and Medicine or Munson Employee Health and will be billed to the contractor. Request information from Department Manager.
6. Hand hygiene is the MOST IMPORTANT defense against infection. Wash with soap and water or use alcohol hand gel to clean your hands.
7. Observe and practice safety policies and procedures, use the proper personal protective equipment, obtain help before lifting when the load is too great. Return equipment and supplies to their proper storage areas. Corridors must be kept clear in accordance with fire safety regulations. Be alert to and report hazards and needed equipment repairs promptly, following hospital safety guidelines.
8. Gas Cylinder Safety - Use appropriate trolleys to move cylinders. Never drop, roll, drag or allow cylinders to strike each other.
9. Hazardous Chemicals – The Hazard Communication Policy on the Intranet contains information about Material Safety Data Sheets (MSDS). Ask about specific information on hazards as you interact with different departments.
10. Fire Safety – Refer to your badge attachment regarding the Fire Response Plan. Do not pass through fire doors during a Code Red. Do not use an elevator when a fire alarm sounds.
11. Under no circumstances may a construction worker park in the main lot reserved for patients and visitors and enter the facility through the main lobby entrance. Check with Department Manager for approved parking locations.
12. Coveralls may be required for some jobs. Coveralls must be removed before leaving job site.
13. Keep all dust to a minimum and keep dust barriers intact at all times. Vacuum dust off shoes and clothing before entering public areas of the hospital. Clean up dust and dirt from job sites at the end of each shift.
14. Maintain negative air pressure at all times (24/7) in construction areas. This will be monitored. Plan to prevent odors and fumes from reaching the ventilation system.
15. Hospital telephones are located just off the main lobby and may be used for work or on occasion for personal reasons. Hospital telephones however, are not to be used for long-distance personal calls. Consult your Department Manager concerning personal cell phone use while at work.
16. There is no smoking in the hospital, parking structure, or outside on hospital property at any time.
17. Possession, use, or being under the influence of alcohol or drugs is strictly prohibited.
18. Construction workers may eat in the hospital cafeteria; however clothing must be free of dust or debris.

19. Munson expects all workers to have a professional appearance, which includes grooming, hygiene, appropriate clothing for your position and always a positive demeanor toward others. Check with your Department Manager to determine the particular requirements for your department.

20. The HIPAA Privacy Rule was enacted to establish and protect patients' rights to the privacy of their health information. Federal Law prohibits you from discussing anything you observe or hear about a patient who is in the hospital.

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Failure to comply with the above rules and regulations may result in disciplinary action up to and including termination.

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## **REPtrax PROCEDURE**

### **LOGIN / LOGOUT**

#### **Existing Members**

All vendors at Munson Medical Center must sign-in/login at the REPtrax kiosk located on the Receiving Dock and/or Floor A-6.

Existing REPtrax members must login to the REPtrax computer by entering their email address and either password or REPtrax ID number.

It will be necessary to fill out the meeting details page. After completing the visit details, the system will print out a temporary visitor's badge to wear while in the facility providing all required credentials are in good standing. If credentials are not in good standing access to the facility will be denied. Specific reason(s) for denial will display on the computer screen and must be completed before entering the facility.

#### **New Members**

When a new user (a non-REPtrax member) needs to gain entry to MMC, the user would press the "**New Rep? Register Here**" button on the computer screen at the REPtrax Kiosk.

The new user page is displayed with basic information that will need to be filled out in order to go to the next step. NOTE: please add company name exactly as it appears on a company business card.

The new member will have to select the correct user type as this defines what credentials will be needed for access.

Upon selecting SIGN-UP, the badge printer should print out your Account ID number.

Details of your account, as well as outstanding requirements needing to be acknowledged before returning to MMC (i.e. Hospital Policies), will be emailed to you.

After registration process is complete, follow LOGIN/LOGOUT procedure when visiting Munson Medical Center.

It is hospital policy to check out at the REPtrax Kiosk or with the REPtrax mobile device service (for Premium Reps) at the conclusion of each visit. Failure to do so will create an automated negative REPScore.

The process of logging out is similar logging in. Enter your email address and either your password or your REPtrax ID number.

Please log into your account at [WWW.REPtrax.com](http://WWW.REPtrax.com) to update account details and submit outstanding credentials when needed.

Vendors with questions regarding REPtrax should contact MMC Loss Prevention @ (231) 935-7330 or REPtrax directly @ (214) 222-7484.

**Document Link Manager**

No Documents Linked

**Attachment Manager**

No Attachments