



CLINICAL VENDOR VISITATION HANDBOOK

Supply Chain Management

Revised: June 2020

Contents

Vendor Visitation Highlights	2
Purpose	2
Definition of “Vendor”	2
Policy	2
Appointments and Identification	2
Access to Operating or Procedure Rooms	2
Vendor Code of Conduct	2
State and Government Procurement Laws	2
Considerations for Vendor Selection	3
Vendor Code of Conduct	3
Appointments.....	4
Identification	4
Access to Operating or Procedure Rooms	4
Equipment and Facilities	5
Price Parity	6
Comparative Pricing Information	6
Education.....	6
Federal and State False Claims Acts	6
Equal Employment Opportunity	6
Diversity.....	6
Environmental Practices.....	7
Patient Confidentiality Restriction	7
Promotional Materials	7
Vendor-Employee Relationship.....	7
Conflict of Interest Disclosure	8
Patient Education Materials.....	8
Vendor Responsibility	8
Samples	8
Equipment/Device/Implant Sets	8
MHS Responsibilities	9
Vendormate Registration.....	10
Non-Compliance.....	10
Oversight and Responsibility.....	10
Additional Resources.....	11

Purpose

This handbook has been created to provide Vendors and their Representatives with information, policies, and expectations necessary to effectively conduct business with the MetroHealth System (MHS). As a registered vendor of MHS, you may conduct business in accordance with this handbook and all applicable policies of the organization, which are subject to change from time to time.

Definition of “Vendor”

Any clinical or non-clinical manufacturer, distributor, or company that solicits, markets, or distributes information regarding the use of medications, products, equipment, or services potentially directly impacting patient care. This definition is extended to include Vendor Representative.

Policy

As stated in the Clinical **Vendor Visitation and Interaction Policy**:

Vendor Representatives shall interact with Workforce Members in a manner that meets ethical standards, avoids conflicts of interest, 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 the facility.

See full policy for detailed requirements and non-compliance consequences.

Appointments and Identification

All Vendor Representatives are **required** to have an appointment with an MHS contact. All Vendor Representatives are **required** to sign in at the Vendormate kiosk in the main lobby and print a vendor pass identification label.

Access to Operating or Procedure Rooms

Upon completion of the Credentialing Process in Vendormate, Vendor Representative access will only be given access following a physician or nurse manager’s request that a vendor be present on a specific date and time. If the vendor has not been requested, the vendor must leave the area immediately.

Vendor Code of Conduct

The Vendor Code of Conduct supplements the [MetroHealth Code of Conduct – This Is Who We Are](#) available on metrohealth.org.

- **Conduct all negotiations with Supply Chain Management** and negotiate in an ethical manner.
- Only the MHS Supply Chain Management Department can award official agreements for goods and services. Agreements that are not signed by Supply Chain Management may adversely impact your ability in receiving payment for goods and/or services rendered and may be deemed invalid.
- **MHS reserves the right to refuse payment for any product or service not authorized by Supply Chain Management or the specific department.**

State and Government Procurement Laws

MHS is a Political Subdivision under Ohio Law governed by the Ohio Revised Code (ORC) Chapter 339. ORC Chapter 339 sets forth certain authorities and limitations on the Board of County Hospital trustees. Board of County Hospital trustees may adopt bidding procedures and purchasing policies consistent with competitive bid thresholds set by law.

Considerations for Vendor Selection

In addition to the requirements set forth in this handbook and Clinical Vendor Visitation and Interaction Policy, vendors will be evaluated according to the following selection criteria:

- Responsiveness to emergencies
- Vendor innovation - helping the institutions improve quality and reduce costs
- Adherence to policies - appointments, invoice processing, etc.
- Backorder support and avoidance strategies
- Returns process
- Invoice discrepancies resolution procedures
- Committed pricing
- Price increases
- Order errors
- Invoices with items in the same order as the purchase order
- Delivery lead times
- Discount pricing
- Product support
- Product packaging
- Distribution programs
- Financial stability - based on consideration of increased contracting or poor performance
- Favorable terms negotiations
- Contractual compliance

Vendor Code of Conduct

The Vendor Code of Conduct supplements the [MetroHealth Code of Conduct – This Is Who We Are](#) available on metrohealth.org. All MHS Vendors are expected to comply with the following when conducting business with MHS:

- **Conduct all negotiations with Supply Chain Management** and negotiate in an ethical manner.
- Only the MHS Supply Chain Management Department can award official agreements for goods and services. Agreements that are not signed by Supply Chain Management may adversely impact your ability in receiving payment for goods and/or services rendered and may be deemed invalid. **MHS reserves the right to refuse payment for any product or service not authorized by Supply Chain Management or the specific department.**
- Under no circumstances shall the Vendor Representative solicit new products and/or technology improvements, services, or contracts in hospital areas other than Supply Chain Management.
- **Gifts and Business Courtesies.** Workforce Members may not accept gifts or gratuities from suppliers, vendors, or representatives, with the exception of items of negligible value. Any inappropriate item or benefit received will be returned immediately to the donor or given to an appropriate charity. An occasional gift, entertainment or business courtesy is often viewed as a normal part of doing business, but sometimes even well-intentioned gifts or entertainment can cross the line or even be illegal. Entertainment with vendors, suppliers, or representatives must be for demonstrable business purposes or value that benefits MHS. Except as noted below, gifts, entertainment and business meals should be nominal and may not exceed \$75 per year from a vendor or prospective vendor:
 - MHS prohibits any employee from receiving cash or cash equivalents, including gift cards or certificates for specific stores.
 - MHS prohibits gifts, entertainment or business courtesies during the bidding process.
 - MHS prohibits gifts/business courtesies that appears to influence or give the appearance of influencing the judgment of the recipient.
 - MHS prohibits gifts/business courtesies that appears to question MetroHealth's motives, business integrity, appropriate business practices, or reputation.
 - Workforce Members may not accept entertainment offered or sponsored by vendors, suppliers, or representatives that is primarily of social value. Entertainment does not include business meals or functions directly related to hospital business. Said meals or entertainment functions must be unsolicited and proportional to the related business activity.
- Make available, through Supply Chain Management, technical information, engineering support, systems, policies, procedures, processes, products, warranties and services that may improve MHS' use of the supplier's products and services.
- Advise Supply Chain Management of new products, pricing and services as such information becomes available.
- Treat all transactions and dealings with MHS as confidential and proprietary and do not communicate MHS' relationships or business dealings to third parties without MHS' written consent.
- Do not use MHS' name or logo in publicity or advertising without MHS' prior written consent.

- Direct all business correspondence regarding the sale of materials or services, including informing Supply Chain Management of financial, economic, supply changes, recalls or other material conditions that affect or might affect MHS patient safety, ongoing operations, or operating decisions to MHS.
- May not use MHS' phones, computers or other equipment for vendor's business or personal use.
- Will not bring into procedural area, OR, or patient care areas any device that has the capability to record or transmit audio and/or video images, including photography.
- Must disclose any potential or actual conflict of interest; specifically, any family, personal, or financial relationships. If a vendor employs an MHS employee, the MHS employee is prohibited from engaging MHS on behalf of the vendor.

Appointments

All Vendor Representatives are **required** to have an appointment with an MHS contact.

"Cold Calling" is prohibited. Vendors without an appointment will be turned away or given the opportunity to call and make an appointment.

Hospital staff must report vendors who make sales calls to their areas without an appointment or vendor pass. Hospital staff should request that vendors without a vendor pass return to the front lobby to sign in.

Staff will notify Supply Chain Management of violations.

All service support (repair technicians) must report to either clinical engineering, plant operations, or facilities management as applicable or appropriate for reason of visit.

Vendor Representatives shall adhere to any specific criteria outlined by the particular entity he/she has a previously scheduled appointment. Some departments have procedures or policies that conform to the nature of the work done in their areas. Please become familiar with them.

Nursing floors, lobbies, dining rooms, and reading rooms are inappropriate places for vendor visits.

Identification

All Vendor Representatives are **required** to sign in at the Vendormate kiosk in the main lobby and print a vendor pass identification label.

All sales and service calls to MHS shall be scheduled in advance. Upon arrival, all Vendor Representatives must first sign-in and print a badge through the GHX/Vendormate system then proceed to the specified appointment area only. Upon completion of the appointment, the Vendor Representative must sign-out in the GHX/Vendormate system.

All Vendor Representatives shall display prominently, above the waist, photo facing front, an ID Badge when visiting, in any capacity to any MHS facility. The ID Badge, in conjunction with a scheduled appointment, is the official indication of an authorized visit.

Other identification tags as furnished by some companies may be worn, but in no case are they to be used in lieu of an ID Badge issued by MHS. Failure to register with the GHX/Vendormate Vendor Management System and failure to display prominently the ID Badge are serious infractions of our MHS Clinical Vendor Visitation and Interaction Policy and may result in being escorted off MHS property.

All vendors shall display their "temporary vendor" tag while visiting or performing services at the facility, unless it is required that Vendor Representatives be dressed in "scrubs."

Vendor Representative GHX/Vendormate information and documentation must be renewed annually and upon changing employers.

Access to Operating or Procedure Rooms

Upon completion of the Credentialing Process, Vendor Representative access will only be given access following a physician or nurse manager's request that a vendor be present on a specific date and time. If the vendor has not been requested the vendor must leave the area immediately.

Vendor Representatives requested attendance must be on the schedule by the scheduler prior to the visit. Notification must be made to the charge nurse prior to case schedule.

Vendor Representatives not on the surgery schedule will not be allowed in the perioperative areas. An attempt will be made to reach out to the physician or nurse manager and a decision will be made if they are needed.

Upon signing in, proceed directly to the appropriate OR area and/or designated waiting area until the start of the surgical procedure. ID badge must be visible at all times, unless it is required that Vendor Representatives be dressed in “scrubs.”

The primary role of the Vendor Representative in a patient care area is to provide product consultation, or to answer questions deemed essential for patient care. Under no circumstances will a Vendor Representative be permitted to:

- Participate in hands-on delivery of patient care (e.g. scrub)
- Operate equipment and/or administer supplies; or
- Provide initial training of equipment and/or supplies during a procedure.

For all participation or observation of a clinical procedure at MHS’s Main Campus, Vendor Representatives are required to wear scrubs. This scrub color is specific to Vendor Representatives and is designed to ensure easy identification. When leaving the surgical or procedure rooms, Vendor Representatives must cover their scrubs with a white, buttoned lab coat while inside the hospital – for example during a lunch break in the cafeteria. However, this attire cannot be worn when traveling to and from work. Vendor Representatives must completely change out of their scrubs with or without a lab coat before leaving the premises. Disposable hats, masks, gowns, gloves and shoe coverings must be removed and discarded when leaving the OR area. If Vendor Representatives do not comply with these guidelines, they may risk loss of privileges of the OR area and all other MHS facilities.

For all other MHS facilities, the specific location will provide the Vendor Representative with their scrubs. The Vendor Representative must cover their scrubs with a white, buttoned lab coat while inside the hospitals. This attire cannot be worn when traveling to and from the hospital. Vendor Representatives must completely change out of their scrubs with or without a lab coat before leaving the premises. Disposable hats, masks, gowns, gloves and shoe coverings must be removed when leaving the OR area. Discard these items prior to leaving the OR area. If Vendor Representatives do not comply with these guidelines, they risk loss of privileges of the OR area.

Remain in the designated area pertaining to their visit. Specifically, Vendor Representatives are not permitted to move freely about in areas not pertaining to their specific visit, including but not limited to staff break rooms, other operating suites or physician offices. Under no circumstances may a Vendor Representative wander through the halls of the hospital. Unannounced visits and soliciting of promotional activities by Vendor Representatives are strictly prohibited.

Vendor Representatives will not bring into procedural areas, OR, or patient care areas any device that has the capability to record or transmit audio and/or video images, including photography.

Visitation hours must be consistent with normal hours of operation for MHS unless requested by department employee.

Equipment and Facilities

Notify facility-specific designee prior to date of service about any surgical requests from physicians for equipment and/or supplies needed for a surgical procedure. All appropriate paperwork and required information must be submitted in advance for approval to ensure accurate codes are established for billing purposes. **Non-compliance with notification policy will result in the prevention of product/equipment use and/or payment.**

Supply requests must include the following:

- Name of product
- Pricing information (contract price, if applicable)
- Whether product is currently in use at another system facility—if so, name the facility
- Current product information
- FDA approvals, if applicable
- HCSPCS codes, if applicable
- Whether product will replace another product currently in use

All instruments necessary for a scheduled procedure must be delivered to the central processing department in advance for acceptable sterilization a minimum of 48-hours in advance.

Written manufacturer’s recommendations for cleaning/sterilization of all loaner instruments and/or equipment must be provided at the time the items are delivered to the facility.

All current policies for vendor loan instruments, supplies, and equipment must be followed.

All appropriate staff should be educated on the care and handling of all equipment/instruments that are delivered for use.

All equipment that requires bio-medical engineering inspection/approval requires a 24-hour notification and should arrive at a minimum of one (1) hour prior to the scheduled procedure with a purchase order number attached.

Price Parity

Vendors must provide pricing consistency across all MHS member organizations. Contracts established/executed by MHS are applicable to all the MHS' member organizations. Limited special exceptions to this policy may be requested through MHS' Supply Chain Management Director of Strategic Sourcing or equivalent.

Comparative Pricing Information

Vendor Representative shall only discuss price, or negotiation of price, and/or contract with Supply Chain Management. Vendors shall not provide comparative pricing information in their literature or in their discussions with MHS employees. MHS employees will utilize the Supply Chain department as a resource for pricing and analysis.

Education

All Vendor Representatives will adhere to any educational or infection control requirements. These include, but are not limited to, information regarding infection control, blood borne pathogens, general safety, HIPAA, and corporate compliance/conflict of interest standards.

Vendors who will have access to protected health information and/or patient care areas will sign a confidentiality agreement and/or BAA as appropriate.

Federal and State False Claims Acts

MHS is compliant with the Federal and State False Claims Acts to prevent and detect fraud, waste, and abuse. All Vendor Representatives must adhere to these standards and provide claims and cost reports based on true and accurate information.

Equal Employment Opportunity

Vendors must not discriminate based on sex, sexual orientation, race, gender identity, national origin, religious creed, color, physical or mental disability, protected veteran status or any other characteristic fortified by applicable law. The policy is applicable to all hiring, training, and promotion commitments for all job titles.

- All employment decisions shall be consistent based on equal employment opportunity and only job-related qualifications shall be required.
- All personnel actions such as transfers, compensation, tuition assistance, benefits, social and recreational programs, etc., will be dispensed without discrimination based on sex, sexual orientation, race, gender identity, national origin, religious creed, color, physical or mental disability, protected veteran status or any other characteristic fortified by applicable law.

Diversity

MHS is committed to reaching out to organizations that meet and support Supplier Diversity. MHS aims to provide equal access to potential business opportunities for, businesses owned by women, minorities, veterans, LGBT, and those located in HUBZone's.

It is the practice of MHS to seek out and provide contracting opportunities and document the use of diverse 2nd Tier Suppliers by following the contractual standards set forth. During the Term of the Agreement, Supplier/Contractor will:

- Set a target to spend a minimum of ten percent (10%) of the monies billed by 1st Tier Supplier pursuant to this Agreement (including the cost of subcontracting work to other vendors, suppliers and contractors) with diverse 2nd Tier suppliers for products and services which are directly related to the services under this Agreement.

Environmental Practices

Vendors must comply with all environmental laws and regulations applicable to their operations globally. The compliance among other provisions, shall include:

- Obtaining and maintaining environmental permits and on-time filing of required reports
- Accurate handling and disposal of hazardous materials/supplies
- Treating, monitoring, and controlling discharges generated from surgeries

Patient Confidentiality Restriction

Under most circumstances, vendors are prohibited from entering patient care areas within MHS. Vendors may enter patient care areas only when their presence is required for setup, training, or similar activities associated with new products and equipment purchased by the facility and when escorted by a staff member. These situations require approval from Supply Chain Management and will require a signed HIPAA agreement.

Promotional Materials

Vendors are not permitted to distribute, post, or leave any printed or handwritten materials, advertisements, signs, or other promotional materials anywhere in MHS or offsite premises. Unsolicited educational and/or promotional materials may not be given to physicians and staff unless explicitly requested.

Vendor-Employee Relationship

To ensure appropriate business relationships, there must be established parameters for MHS' interactions with vendors and their representatives of supplies, pharmaceuticals, equipment, and services. The intent of these parameters is to promote disclosure and discussion as well as provide guidance for making decisions.

These parameters are aimed at forging honest business dealings with vendors and creating a mutually beneficial relationship. When conducting business with vendors, Workforce Members are expected to act objectively and in the best interest of MHS. The selection of vendors will be based on quality, price, and services offered.

Workforce Members may not accept gifts or gratuities from suppliers, vendors, or representatives, with the exception of items of negligible value. Any inappropriate item or benefit received will be returned immediately to the donor or given to an appropriate charity.

Gifts and Business Courtesies. An occasional gift, entertainment or business courtesy is often viewed as a normal part of doing business, but sometimes even well-intentioned gifts or entertainment can cross the line or even be illegal. Entertainment with vendors, suppliers, or representatives must be for demonstrable business purposes or value that benefits MHS. Except as noted below, gifts, entertainment and business meals should be nominal and may not exceed \$75 per year from a vendor or prospective vendor:

- MHS prohibits any employee from receiving cash or cash equivalents, including gift cards or certificates for specific stores.
- MHS prohibits gifts, entertainment or business courtesies during the bidding process.
- MHS prohibits gifts/business courtesies that appears to influence or give the appearance of influencing the judgment of the recipient.
- MHS prohibits gifts/business courtesies that appears to question MetroHealth's motives, business integrity, appropriate business practices, or reputation.
- Workforce Members may not accept entertainment offered or sponsored by vendors, suppliers, or representatives that is primarily of social value. Entertainment does not include business meals or functions directly related to hospital business. Said meals or entertainment functions must be unsolicited and proportional to the related business activity.

Conflict of Interest Disclosure

The vendor, supplier, or representative wishing to do business with any employee or medical staff member must disclose any and all financial relationships with an employee or medical staff member of MHS and its affiliates. These disclosures must be documented and completed in Vendormate. Failure to do so will result in sanctions determined by MHS.

Patient Education Materials

Vendors are strictly prohibited from providing education materials of any kind directly to patients or their families and may not leave these materials in areas accessible to patients. All promotional and/or education materials must be given to a department manager, director, or their designee for review.

Vendor Responsibility

Vendors are required to communicate, abide by, and/or participate with the Supply Chain department as follows:

- No patient product or device will be purchased without being reviewed and approved by the Value Analysis Committee.
- All safety requirements must be met with staff education in place prior to use. Provide initial training of equipment and/or supplies during a procedure.
- All product demonstrations or education of new products or equipment are to be scheduled with Supply Chain in cooperation with staff development and bio-medical engineering. The exceptions to this rule are unique or special request items to perform and complete necessary surgical procedures. These items will be approved by the OR Materials Coordinator.
- Product recalls, changes or price changes.
- Backorder or shortage problems along with FDA status change.
- All FDA approved equipment, devices, or supplies for intended use must have prior approval by MHS Supply Chain.
- Management of consignment inventories located at MHS.
- Product demonstration may not be in public areas such as lobbies or corridors.
- Product demonstrations and training – vendor must provide 24-hour notice to the department manager.
- MHS will not pay for any product or device brought in by a vendor that has not been approved by Supply Chain or the appropriate MHS committee.

Samples

The Director of Pharmacy must approve any drug which is not currently maintained internally. MHS does not allow any type of pharmaceutical samples, other than a patient's own medication.

All new samples for medical surgical supplies to be used in the hospital must be reviewed by the product evaluation committee or equivalent. Directors and managers will coordinate with the Supply Chain department to assure all samples from vendors receive proper review and approval.

Equipment/Device/Implant Sets

All equipment/device/implant sets to be used by Vendor Representative must be delivered at least 48-hours before a scheduled procedure to allow for inventory, sterilization, and/or biomedical safety evaluation in accordance with MHS' policies. MHS will not pay for equipment until the day of its use regardless of when it is brought in.

All new products are subject to review by the Value Analysis Committee. A formal process has been established for documentation of product evaluations. Supply Chain Management will assist with the required documents as needed.

- Vendor will not be paid for product use if prior approval is not obtained.
- No products should be left in any area of MHS without prior approval of the Value Analysis Committee.
- Vendor Representatives leaving products without permission from Supply Chain Management will be subject to discipline under compliance. Items not previously approved will not be paid for.
- Supply Chain Management will coordinate with vendors when their products will be needed for evaluation or trial.

All equipment/device/implant sets must contain a complete inventory checklist plus written cleaning and sterilization instructions. This includes consigned and loaner instrumentation sets. The inventory list for each kit must be made available in hard copy and electronically in Excel format and be provided to the corresponding department. The inventory list must also be reconciled with the vendor and MHS personnel.

All equipment and instrument trays must be removed within 48-hours of use.

All staff training for new equipment, instrumentation or surgical instruments must be coordinated through MHS' OR Administrator or Nurse Director at least one week prior to the scheduled surgical procedure.

MHS Responsibilities

MHS departments will be responsible for notifying Vendor Representatives of this handbook and policy and ensure compliance with identified guidelines.

All staff should be observant of others around them. If a Vendor Representative is in any area without an appointment and badge, staff should politely request that the Vendor Representative leave that area. Repeated instances should be reported to Supply Chain Management.

A Vendor Representative may be present in a patient care area when needed for treatment, payment, or health care operation purposes, for example, providing the support necessary for a physician to utilize the product or device safely or education/training. A HIPAA authorization is required when the Vendor Representative's presence in the patient care area is not for treatment, payment, or health care operations purposes. (See HIPAA Authorization Policy and HIPAA Privacy Glossary Policy for additional information.) When such an authorization is required, prior to the admission of the Vendor Representative into the patient care area, a clinical caregiver must verify that the patient's authorization concerning the Vendor Representative's presence has been obtained and documented in the patient's medical record. Clinical caregivers will verify that Vendor Representative's access has been approved by demonstration of the proper hospital-issued identification badge.

Upon completion of the surgical procedure, a complete inventory of any equipment, device, implant sets, or any other products brought into or used must be completed by the OR staff.

All instruments and related equipment used in the OR area must be properly decontaminated prior to removal from MHS in accordance with MHS' policies and procedures.

MHS personnel employed by vendors as an additional employer, abide by all limitations outlined by the MHS employees' outside activity approval letter. Limitations may include, but is not limited to, activity on vendors' behalf such as sales calls, emails, visits and patient care.

MHS employees adhere to MHS policies and Code of Conduct as outlined in the Vendor-Employee Relationship section above . Vendors and MHS employees are asked to report any violations of this procedure to the Ethics and Compliance Department. Workforce Members may not accept gifts or gratuities from suppliers, vendors, or representatives, with the exception of items of negligible value. Any inappropriate item or benefit received will be returned immediately to the donor or given to an appropriate charity.

Gifts and Business Courtesies. An occasional gift, entertainment or business courtesy is often viewed as a normal part of doing business, but sometimes even well-intentioned gifts or entertainment can cross the line or even be illegal. Entertainment with vendors, suppliers, or representatives must be for demonstrable business purposes or value that benefits MHS. Except as noted below, gifts, entertainment and business meals should be nominal and may not exceed \$75 per year from a vendor or prospective vendor:

- MHS prohibits any employee from receiving cash or cash equivalents, including gift cards or certificates for specific stores.
- MHS prohibits gifts, entertainment or business courtesies during the bidding process.
- MHS prohibits gifts/business courtesies that appears to influence or give the appearance of influencing the judgment of the recipient.
- MHS prohibits gifts/business courtesies that appears to question MetroHealth's motives, business integrity, appropriate business practices, or reputation.
- Workforce Members may not accept entertainment offered or sponsored by vendors, suppliers, or representatives that is primarily of social value. Entertainment does not include business meals or functions directly related to hospital business. Said meals or entertainment functions must be unsolicited and proportional to the related business activity.

Contact Supply Chain Management if any Vendor Representative does not adhere to policy, procedures, or guidelines, such as not having an appointment or not signing in or out.

Refer all contracts and orders for materials to the supply chain department for completion.

Vendormate Registration

Vendormate is the Health System's web-based credentialing vendor. Please go to <https://login.ghx.com> and follow instructions to sign up as a new Vendor Representative.

Once you have submitted all necessary documentation, your document status for your new profile will show "PASS"; you will then be eligible to visit and receive a badge from the location where you have an appointment.

Vendor is responsible for timely notification to Vendormate in the event a Vendor Representative is terminated, voluntarily leaves the company, or transfers within the company and/or if the competency changes for any reason.

Printed vendor passes are required on a daily basis as all passes expire after the date of issuance.

Please ensure you are regularly checking your GHX Vendormate profile as annual updates are required and new documents/policies may be added at any time.

Vendormate customer service team is available to assist you Monday through Friday 8:00 a.m. - 8:00 p.m. EST

Phone: 888-476-0377

Email: support@ghx.com

Non-Compliance

Supply Chain Management will take action when violations are reported to the department. Pharmacy is responsible for enforcing this policy with pharmacy vendors. For Vendor Representatives that do not comply with this handbook, the Clinical Vendor Visitation and Interaction Policy, or any other applicable MHS policy, the following actions can be taken:

- Vendor notified
- Vendor's manager or other company representative notified
- Temporary or permanent restrictions on MHS visitation privileges
- Termination of future business

MHS staff shall report noncompliance to their manager and to Supply Chain Management or pharmacy management (for pharmaceutical company representatives).

Oversight and Responsibility

Supply Chain Management Sourcing personnel are responsible to review, revise, update, and operationalize this Vendor Visitation Handbook and the Clinical Vendor Visitation and Interaction Policy to maintain compliance with regulatory or other requirements. It is the responsibility of each hospital and/or department and discipline to implement the Clinical Vendor Visitation and Interaction Policy as well as the Vendor Visitation Handbook and to draft and operationalize related procedures to the policy if applicable.

Additional Resources

Resource:	For help with:	Contact:
Supply Chain Management	Sourcing, Purchasing, Vendor Relations, and VendorMate	purchasing@metrohealth.org
Ethics and Compliance Department	Concerns, questions or reports about suspected violations of the MetroHealth Code of Conduct – This Is Who We Are, law or our policies.	compliance@metrohealth.org
Human Resources	Department Concerns, questions or reports about HR issues.	laborrelations@metrohealth.org
Legal Department	Concerns or questions about suspected violations of the law, interpretations of law or for communications under the attorney-client privilege.	legal@metrohealth.org