SWEDISH MEDICAL CENTER

SUPPLY CHAIN PROCUREMENT (CONTRACTING/PURCHASING): VENDOR REPRESENTATIVES

Administrative Policy and Procedure	
Approved: April 2012	**Next Review:** April 2015
Department: All departments	
Population Covered: All SMC staff	

Purpose

To allow vendor representatives an opportunity to demonstrate products and conduct business at Swedish Medical Center (SMC) locations without disrupting the operations of SMC departments.

Responsible Persons

All vendor representatives and SMC Supply Chain Procurement (Purchasing and Contracts) Division staff.

Policy

Vendor Pass

Before performing any business at any campus which is part of Swedish Medical Center (SMC), vendor representatives are required to register with the SMC Supply Chain Corporate office at First Hill campus. Registration requires the representative to obtain a Vendor Orientation Packet and Questionnaire. The Vendor Orientation packet contains all SMC policies relating to vendor representative activities. The representative must complete the questionnaire, which includes information about the representative and their company. This information will be logged into the SMC visitor database.

Each time the representative schedules an appointment with a SMC department(s), he/she must have a prior appointment scheduled and sign in at one of the following locations prior to the appointment:

For First Hill, Ballard, and Issaquah campuses:

- Supply Chain Procurement Office (normal business hours), 1120 Cherry St., 4th floor.
- First Hill Surgical Services Product Distribution Center (PDC) or Ambulatory Services PDC Office (before and after hours).

For Cherry Hill campus:

- Product Distribution Center (PDC), B-level.
- Additional campus sign-in locations to be determined.

During the sign in process, representatives are issued a photo ID badge that must be worn and visible during the entire time they are visiting SMC. The badge must be returned when the representative signs out when his/her business is completed. Badges are only authorized for a 24-hour period.

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Appointments

Representatives are not permitted to promote products in any Swedish Medical Center departments, clinics, etc., unless a SMC manager request demonstration of product. Vendors must have an appointment in advance. Departments are responsible for scheduling their own appointments.

Business Conduct

Vendors may not disrupt business at Swedish Medical Center. Vendors will be escorted off the property by Security for any disruptive behavior putting patients or staff at risk. Corrective action for other disruptive behavior or failure to adhere to polices includes:

- Verbal warning and meeting with vendor representative and company's representative direct supervisor.
- Written warning shared with vendor and company representatives and placed in vendor file, distributed to impacted Swedish department managers and vendor's manager;
- Request to company that the vendor representative be replaced.

Corrective action will be administered and communicated by the Director Procurement and Clinical Resource Management to all appropriate Value Analysis Teams and departments.

Product Information

New products, in-services, sales contacts and interviews are communicated to and coordinated with the SMC Supply Chain Procurement (Purchasing and Contracts) Division and in collaboration of Clinical Resource Management. All price information, contract and/or agreement negotiations (with the exception of pharmaceuticals) are coordinated through the SMC Supply Chain Procurement (Purchasing and Contracts) Division.

The advice and information that a sales representative may give to any of the staff or physician on any product or service does not commit SMC to purchase that product or service from that company.

Vendor representatives are not authorized to accept any order (telephone, oral or written) unless a purchase order is issued by the SMC Procurement (Purchasing or Contracting) Department.

All merchandise received at any SMC facility which has not been ordered and processed utilizing the proper protocol (i.e., appropriately completed and approved requisitions and purchase orders) is returned to the supplier, at their expense, as "not ordered by Swedish Medical Center," without payment.

All new products must be introduced through the use of a Service/Product Evaluation Worksheet (S/PEW) and ultimately submitted through a SMC Value Analysis Team (VAT) process in order for products to be approved for use (including no-charge products) at any SMC facility. Approval process is communicated through Internal Consultant Clinical Products. No surgical cases/procedures may be scheduled prior to this communication. Swedish Medical Center will not make payment on unauthorized products and implants.

Demonstration equipment or products must have prior clearance through the SMC Procurement (Contracts and Purchasing) Division. An evaluation purchase order must be assigned to all demonstration equipment or products. Facilities Engineering, Clinical Engineering, or Medical Imaging Engineering personnel must check in all electrical patient care equipment prior to the demonstration.

All evaluation equipment must be removed from the respective SMC loading dock within 72 hours after the evaluation has been completed. Loading dock personnel must be notified of how equipment is to be received and removed from the respective SMC facility and must receive all appropriate paper work authorizing the return.

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Definitions

None.

Supplemental Information

Copies of the SMC vendor policy/procedure are available either on the Supply Chain website, or on the SMC First Hill campus. Some departments (i.e., Surgery and Cardiac Center) have vendor policies for their specific areas. Vendor representatives are required to obtain and follow those policies, in addition to the SMC Supply Chain Procurement (Purchasing and Contracts) Division policies. Vendor representative are to respect patient privacy and confidentiality at all times. During vendor registration, representatives are required to complete HIPAA security self-learning module education, review, and comply with Code of Conduct standards established by Swedish Medical Center.

Regulatory Requirement

None.

References

None.

Addenda

Service/Product Evaluation Worksheet (S/PEW)

STAKEHOLDERS

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