

WELCOME VENDOR REPRESENTATIVES

VISITATION PROCEDURES FOR VANDERBILT UNIVERSITY

Vanderbilt University Medical Center (VUMC) seeks to deliver high quality cost effective patient care, promote significant research, and provide superior medical education to all health care professionals. It is recognized that Vendor Representatives play an important role in achieving these goals. VUMC created a Vendor Liaison Office to assist and provide information to vendor representatives visiting our facilities to insure that their visits are appropriate, productive, and beneficial.

Registration of Vendor Representatives

Vendor representatives are required to register themselves and their companies and complete a marketing plan prior to coming on the premises (including inservicing and selling any products/services) of VUMC or its affiliates. **NOTE: If you come to VUMC or any of our offsite satellite facilities more than once during a given year, then you MUST go through the registration process.** The marketing plan will include information about products/services, to be marketed within VUMC, with specific departments to be targeted. This marketing plan will be reviewed by Medical Procurement or Pharmacy, as appropriate, and must be updated through these departments **annually, or whenever any changes occur** in the plan. **This applies for general information changes also.** Vendor representatives will be required to sign an affidavit indicating that they understand the visitation procedures and will comply with them. Upon completion, review, and approval of submitted documentation, vendor representatives will receive a vendor ID badge. An administrative fee will be charged to cover the cost of providing this registration program.

Annual Registration for Vendor Representatives

All pharmaceutical representatives MUST complete the registration process, sign in, and receive their vendor ID badges/guest badges through the Pharmacy Department. An affidavit must be signed acknowledging awareness of, and agreeing to abide by, all policies and procedures pertaining to visiting and marketing their products in accordance with all of these procedures at VUMC and any of our offsite satellite facilities.

The Medical Supply and Research Representatives will complete the registration process through the (Vendor Liaison Office) Medical Procurement Department annually. Vendor representatives **need to submit their documentation (go to “registration process”)** via fax a month prior to the expiration date on your ID badge. **Once the documentation has been received, then you will be called to setup your renewal appointment.** The renewal schedule for the Medical Supply Representatives is divided up over a three month period by last name. Last names ending in **A-I renew in July.** Last names ending in **J-R renew in August.** Last names ending in **S-Z renew in September.**

If you change companies within the same year, CALL to set up an appointment, bring your current vendor ID badge, a business card (or a co-worker's business card until your permanent business cards arrive), and a catalog/brochure. An affidavit must be signed acknowledging awareness of, and agreeing to abide by, all policies and procedures pertaining to visiting and marketing their products in accordance with all of these procedures at VUMC and the offsite satellite facilities.

SPECIAL NOTE: VENDORS OF OR, EP/CATH LAB, RADIOLOGY, GYN SURG SERVICES:

Vendors calling on the Operative Services or any other procedural like areas, are required to submit documentation of Operating Room Protocol, HIPAA, and OSHA Blood Borne Pathogen training as well as sign a confidentiality agreement. For the OR, please contact Sharon Pomeroy regarding submission of your health records. For the Ep/Cath Labs, please contact Deborah Reed. For Radiology, please contact Rita Warren. For Gyn Surg please contact Sherri Fay. Please contact James Tankersley regarding obtaining scrubs.

NOTE: If someone else is with you or has to fill in for you during a case, this person MUST also submit the same information listed above PRIOR to being in the case!!!!

SERVICE PERSONNEL: MUST OBTAIN A SERVICE PASS FOR \$5.00. THE EXCEPTION TO THIS IS IF THE COMPANY ALREADY PROVIDES PICUTURE ID BADGES. THIS BADGE IS REQUIRED WHENEVER THEY ARE CALLED INTO VUMC TO MAKE REPAIRS OR SERVICE ITEMS.

Vendor ID badge

Each vendor representative doing business at VUMC or our offsite satellite facilities **must wear** a vendor ID badge **at all times.** **VENDOR BADGES MUST BE DISPLAYED ON THE TOP HALF OF YOUR BODY, NOT PLACED ON YOUR WAISTS!!!** **If you have to come on the premises of VUMC, and forgot your CURRENT vendor ID badge, please call (615) 343-5453 (leave a message if no one answers) and you will be called back. Then log on to sign yourself in and come by the Office to pick up a guest badge. Guest badges are for on the VUMC premises ONLY. The offsite satellite facilities will not see any representative that does not have a valid vendor ID badge.** Vendor ID badges are issued to individual vendor representatives, not to vendor companies. **This I.D. badge is the property of Vanderbilt University. The ID badge must be surrendered if you no longer come to VUMC or its affiliates, if you work for a different company, and upon demand or termination of visiting privileges.** Temporary one-day badges are available for visiting managers or special guests (President, VP, CEO, CFO, corporate/regional directors/managers) free of charge. A \$15.00 fee will be assessed for lost, stolen, or damaged ID badges.

Vendor Representative Visit Registration

Vendor representatives must sign-in to **EVERY department** (every person you come to see, every building you go to on the VUMC premises/offsite-facilities, no matter for what length of time you are here for) upon each and every visit **prior to coming on the VUMC campus or any of our offsite satellite facilities daily.** If for some reason you are unable to log on, then you **MUST call** to sign in. If no one answers, please leave a voicemail with your full name, full company name, and the department/off-site facility name(s). The medical supply/research reps must register their visit with the Vendor Liaison Office. Please log on (www.vanderbilt.edu/procurement), click on “Procurement” in the first line of words, click on “Vendor Liaison Program” in the second line of words. Then you will see “Vendor Liaison Program” again, and directly underneath you will see “General Information”, “Registration Process”, and “Sign-In”. Click on “Sign-In” and follow the steps to register yourself and guest(s) for the day. Please key in your full name, full company name, select medical supply or research, department/off-site facility name(s), & contact person’s full name.

If you are on the VUMC premises and have a guest with you:

- Reps with a current vendor ID must log on to sign in themselves and guests. **There is a 24-hour notice by phone required if you have guests. (The maximum amount of notification time is one week and the minimum is one day).** You must also provide (if no one answers, leave a voicemail), the number of guests, their full (spell out the) names, and how many days your guests will be here with you.
- Please come by the Office to pick up the guest ID badge from the tray located beside the Office door.

If you are visiting any of our offsite facilities and have a guest with you:

- Remember to sign in all guests when you log on to sign yourself in.

If your badge (expiration dates are on the badge in the left hand corner) has expired and ONLY IF you have an appointment (a one-time courtesy), then you **MUST call (615) 343-5453 (leave a message if no one answers) and you will be called back. Then come by the Office (1806 TVC) to pick up a badge. You **MUST turn in your expired badge and ONLY THEN get a guest badge to keep that appointment. Do not setup any new appointments at VUMC until you have renewed your registration. THE LOG IN PROCESS TO SIGN YOURSELF AND GUESTS IN IS VOID UNTIL YOU RENEW YOUR REGISTRATION AND RECEIVE YOUR NEW VENDOR ID BADGE WITH A CURRENT EXPIRATION DATE.** For your convenience, the Office phone number is located on the back of the vendor ID badges.**

Parking

Vendor representatives **MUST PARK in the South Garage (24th Ave So at Children's Way) when visiting VUMC. A parking fee will be charged. A receipt may be requested for your internal expense reporting. The garages across from the Vanderbilt University Hospital (VUH-the East Garage) and The Vanderbilt Clinic (TVC-Central Garage) are reserved for patients and their visitors ONLY. VUMC VALIDATES PARKING FOR PATIENTS ONLY.**

Sales Calls / Detailing

Vendor representatives must **CALL** to set appointments with **ALL** VUMC faculty and staff in advance of all meetings.

NOTE: If you are a patient and have a doctor's appointment, please show up in the clinic/dept fifteen minutes before your appointment. If you are working as a representative promoting your product/services, please show up in the clinic/dept five minutes before your appointment.

Vendor representatives are encouraged to conduct business only in non-patient care areas of the Medical Center to minimize disruption for our patients and staff. The following areas are recommended:

- Cafeteria
- Offices as agreed to by a VUMC faculty or staff member prior to the visit
- Lobbies. Displays will not be allowed in lobbies.
- Conference rooms when arranged by a VUMC representative
- Display areas on designated display days

Detailing in the School of Medicine or to medical students is *strictly forbidden* unless requested and supervised by a sponsoring physician.

Product Introduction

VUMC has established several product review committees that reviews and approves all products/services prior to their introduction into our facilities. Prior to consideration by an evaluative committee, all supply items or pharmaceuticals must have prior review of Procurement & Disbursement Services or Pharmacy Departments, as appropriate, and have a staff sponsor. Each vendor will be provided with detailed process steps specific to their product or service.

Meals, Refreshments and Gifts

Vendor representatives are prohibited from bringing food and/or refreshments into VUMC and/or Vanderbilt offsite facilities except in conjunction with VUMC or physician sponsored educational events or programs. Those programs are:

- CEU (Clinical Education Units/Continuing Education Units)
- CME (Continuing Medical Education)
- CNE (Continuing Nursing Education)
- Grand Rounds
- Journal Clubs

Credits are usually offered for the first three events. Requirements for these programs are:

- 1) The sponsored company brings in a speaker.
- 2) This speaker is not talking about the sponsored company's (the sales rep's company is providing the refreshments) products/services.
- 3) The lecture is on a totally different subject/topic.

You may have a product specific in-service anytime, **BUT NO REFRESHMENTS**. **At a product specific in-service, the sales representative is the speaker and they are talking about the products/services that they promote for that particular company.**

Any literature pertaining to the company and the products/services of that company may be left any time. Such items as brochures, catalogs, inserts, and pamphlets. Some of this information is in the form of books, CD's, and videos.

Product specific promotional items such as pens, pencils, note pads, letter openers, rulers, calendars, paperweights, coffee mugs, tote bags, umbrellas, etc may not be distributed at any time. Non-product specific promotional items (candy, gum, or mints) are not allowed to be distributed.

Flyers

Vendor representatives may not distribute flyers. Vendor representatives **must get approval** from their purchasing agent in the Medical Procurement Department **first**. Flyers that need approval can be faxed or emailed to your purchasing agent. The purchasing agent will need two weeks advanced notice. This time frame is needed so if any questions arise, then there is enough time for a response back and have the flyer approved/disapproved within the two week time frame. You **MUST** wait for a **RESPONSE** back if the flyer has been approved **FIRST** before giving the flyer to a department. If the flyer is **APPROVED**, then the vendor representative may leave a flyer at the front desk and it is up to that department to post the flyer in their own area. If the flyer **IS NOT APPROVED**, then you will not be able to distribute the flyer to anyone at all.

Policy violations

VUMC will determine if violations to this policy constitute a first offense or subsequent breach of procedures. Progressive disciplinary action will take place based on the severity of offenses committed. The following non-exclusive list of potential violations are ranked in ascending order of severity:

- Failure to register or re-register annually
- Failure to log in prior to conducting business at the VUMC campus or at any of the offsite facilities-**Giving out your password will result in an immediate 3-month suspension.**
- Failure to wear a vendor ID pass while conducting business at the VUMC campus or at any of the offsite satellite facilities
- Beeping residents
- Failure to comply with VUMC Privacy Policies
- Failure to comply with FDA guidelines
- Inappropriate detailing behavior
- Detailing in unauthorized areas
- Detailing of non-approved products

1ST Offense: A letter will be sent to the representative and their manager listing the violations and request corrective action.

2nd Offense: A letter will be sent to the representative and their manager explaining that the representative and possibly other vendor representatives from the company may not visit the VUMC campus or our offsite satellite facilities for three months.

3rd Offense: A letter will be sent to the representative and their manager explaining that they will be banned from entering VUMC or our offsite satellite facilities for one year as a result of their repeat policy violations. Their vendor badge will be confiscated and their products may be removed from use for one year.

It is at the discretion of the Procurement & Disbursement Services Department, the Pharmacy Department, the Pharmacy & Therapeutics Committee, and the Medical Board if the vendor representative will regain access to VUMC again. If so, then the representative must register again.

General Information

- ATM Machines:** Machines are from AM South, Bank of America, First Tennessee, and SunTrust. They are located on the second floor of TVC (The Vanderbilt Clinic). Teller machines are also located in the lobby of Medical Center North (MCN) and on the second floor of The Children's Hospital.
- Bookstores:** We have two bookstores. One is located in Light Hall on the VUMC side. The other bookstore is located in Rand Hall on the Central campus.
- Cafeteria:** Located on the second floors of (TVC) The Vanderbilt Clinic and The Children's Hospital
- Directories:** We recommend you use the Vanderbilt Telephone Directory that is On-line. From your computer, go out to the internet, type www.vanderbilt.edu and enter. Then scroll down the page and click on "people finder". Just follow the instructions on the left hand side from that point to search for information by a person's name or by the department name.
- Gift Shops:** Located on the second floors of Vanderbilt University Hospital (VUH) and the Children's Hospital just off the main lobby.
- Ben & Jerry's, McDonald's, Pizza Hut, Subway, Suzie's, & Taco Bell** McDonald's is located off the Plaza through the doors on the second floor of VUH. Suzie's Espresso is located 1st floor of VUH & MCN. Ben & Jerry's Ice Cream, Pizza Hut, Suzie's Espresso, Subway, and Taco Bell is located on the second floor of the Children's Hospital.
- Parking** Vendor representatives **MUST PARK in the South Garage** when visiting VUMC. **A parking fee will be charged. A receipt may be requested for your internal expense reporting. VUMC VALIDATES PARKING FOR PATIENTS ONLY.**
- Post Office/
Drop Box** Station 17 Post Office is located in the basement of Medical Center North. You may purchase stamps, money orders, and receive Express, Next Day, Certified, Registered, Priority, and First Class services from this location. In front of VUH, MCN, and the Medical Arts Bldg, there is also a drop box that has several daily pick-ups. Also in the Vanderbilt Children's Hospital, there is a drop box between the ATM's located on the 2nd floor.

Registration Process

We have streamlined the registration experience to approximately 15 minutes per vendor representative.

New Representatives:

- 1) **FOR PHARMACEUTICAL REPS ONLY** – Please call the Pharmacy Department @ (615) 322-2374 to find out the instructions for the registration process.
- 2) **FOR MEDICAL SUPPLY/SURGE AND RESEARCH VENDORS** – Please go to the Vanderbilt Procurement & Disbursement Services website (www.vanderbilt.edu/procurement). Underneath the department name there are two lines of words. In the first line of words, click on “Procurement”. In the second line of words, click on “Vendor Liaison Program”. You will see “Vendor Liaison Program” again and directly underneath you will see “General Information”, “Registration Process”, and “Sign In”. Click on “Registration Process” and follow the steps.
- 3) Vendors calling on the Operative Services or any other procedural like areas, are **required to first submit by fax** to (615) 343-4405 the Vendor Registration Form (fill the form out, date, and sign the bottom), documentation of Blood Borne Pathogen, HIPAA, and Operating Room Protocol training from your company or go to the HealthStream website (www.healthstream.com/training). Once all of the correct documentation listed above has been received, then you will be called (by 48-hour period) to setup your registration appointment.
- 4) Vendors that do not call on procedural like areas, please scroll down and click on “Vendor Registration Form” (fill out the form, date, and sign the bottom) and **submit by fax** to (615) 343-4405. Once the form has been received, then you will be called (by 48-hour period) to setup your registration appointment.
- 5) Your picture (come in business attire) will be taken in order to make a badge. Bring a business card (or a co-worker’s business card until your permanent business cards arrive), a catalog/brochure, and cash (**exact amount**) or a check (made payable to VUMC) for your fee. You will be given a receipt to turn in for internal expense reporting.
- 6) You will receive your badge at the time of your appointment.
- 7) You will be given a handout of the current policy/procedures

Current Representatives:

- 1) **FOR PHARMACEUTICAL REPS ONLY** – Please call the Pharmacy Department @ (615) 322-2374 to find out the instructions for the registration process.
 - 2) **FOR MEDICAL SUPPLY/SURGE AND RESEARCH VENDORS** – Please go to the Vanderbilt Procurement & Disbursement Services website (www.vanderbilt.edu/procurement). Underneath the department name, there are two lines of words. In the first line of words, click on “Procurement”. In the second line of words, click on “Vendor Liaison Program”. You will see “Vendor Liaison Program” again and directly underneath you will see “General Information”, “Registration Process”, and Sign In”. Click on “Registration Process” and follow the steps.
 - 3) Vendors **that are in** procedural like areas, **first** make sure all of your training documentation (if required) is **current**. If not, take the course(s) that you need to update and **submit by fax** to (615) 343-4405 along with your “Vendor Registration Form” (fill out the form, date, and sign the bottom). If all of your training documentation is current, then you will only need to submit your “Vendor Registration Form” by fax. Please, do not resend documentation that is current and already on file. ONLY submit updated documentation that is replacing the expired documentation. Once all of the correct training documentation listed above has been received, then you will be called (by 48-hour period) to setup your registration appointment.
 - 4) Vendors that **do not call** on procedural like areas please scroll down and click on “Vendor Registration Form” (fill out the form, date, and sign the bottom) and **submit by fax** to (615) 343-4405. Once the form has been received, then you will be called (by 48-hour period) to setup your registration appointment.
- Remember, the renewal schedule the Medical Supply Representatives is divided up over a three month period by last name. Last names ending in A-I renew in July, J-R renew in August, and S-Z renew in September.**
- 5) Please come dressed in business attire just in case your picture has to be taken, bring your vendor ID badge, your manager/services badge(s) if one was issued to you for your boss and service personnel, a business card, a catalog/brochure (regardless of whether this has changed or not), and cash (**exact amount**) or a check (made payable to VUMC) for the annual fee. You will be given a receipt to turn in for internal expense reporting.
 - 6) You will receive your badge at the time of your appointment.
 - 7) You will be given a handout of the current policy/procedures.

GUEST BADGE REGULATIONS:

The Guest Badge is generally valid for one day only and is available at no charge for visiting managers or special guests (President, VP, CEO, CFO, COO, corporate/regional directors/managers). Guest badges are intended for use on the premises of VUMC Campus **ONLY** and are not used at any off-site facilities. **A registered representative with a current vendor ID badge must accompany all managers and special guests when visiting any off-site facility.**

The office hours for the Medical Procurement Department are 7:30-4:30. All guest badges are expected to be used during regular business hours. If there is an occasion that you have an appointment prior to or after business hours, then you are expected to **call** (leave a message if no one answers) and make arrangements to obtain the guest badge during regular business hours. You must also provide the number of guests along with their full (spell out the) names **at least 24 hours in advance**. This way, you will have the guest badge at the time of your scheduled appointment.

The use of a guest badge is intended for special circumstances/situations as a supplement and not replacement for the normal registration process.

All visitors **MUST** be issued guest badges. Representatives with a CURRENT VENDOR ID must log on to sign in themselves and guests. Please come by the Office (1806 TVC) to pick up the guest ID badge.

Visiting managers or special guests **are to be accompanied by a registered vendor representative that has a CURRENT ID badge.** If a representative with a CURRENT ID badge **cannot be there,** then the representative **needs to make arrangements in advance to acquire the guest ID badge.** All guests still have to be logged in on the actual day of the appointment by the registered representative that has a CURRENT ID badge.

On occasion, a situation occurs and a guest (that has not registered yet) may have an appointment with a VUMC faculty/staff member, please call the Office a day prior to the visit at (615) 343-5453 (leave a message if no one answers) and you will be called back. Then come by the OFFICE (1806 TVC) in order to get a guest badge from the tray located beside the Office door.

If your vendor ID badge has expired, and **ONLY IF** you have an appointment (a one-time courtesy), then you **MUST** call (615) 343-5453 (leave a message if no one answers) and you will be called back. You **MUST** turn in your expired badge and **ONLY THEN** get a badge to keep that appointment. Come by the Office (1806 TVC) to pick up the badge.

Do not set up any additional appointments at VUMC until you have renewed your registration. Please go to the Procurement & Disbursement Services website www.vanderbilt.edu/procurement. Underneath our department name are two lines of words. In the first line of words, click on “Procurement”. In the second line of words, click on “Vendor Liaison Program”. You will see “Vendor Liaison Program” again and directly underneath you will see “General Information”, “Registration Process”, and “Sign In”. Click on “Registration Process” and follow the steps. Once your registration is current, then you may resume conducting business at VUMC or at our off-site facilities.

Please return all guest passes to 1806 TVC.

We hope you enjoy your visit with Vanderbilt University

If there are any questions, please feel free to contact:

Lacy Hunter

Medical Supply Sourcing

Office Assistant/Vendor Liaison

1301 Medical Center Drive

1806 The Vanderbilt Clinic (TVC)

Nashville, TN 37232

Ph: (615) 343-5453

Fax: (615) 343-0198