



Applies To: UNM Hospitals Responsible Department: Materials Management Effective Date: 04/30/2019
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Title: UNM Hospitals Vendor Access	Procedure
Patient Age Group: <input checked="" type="checkbox"/> N/A <input type="checkbox"/> All Ages <input type="checkbox"/> Newborns <input type="checkbox"/> Pediatric <input type="checkbox"/> Adult	

DESCRIPTION/OVERVIEW

The UNM Hospitals will control access to its facilities, grounds, and information systems to help assure a secure environment for all patients, visitors, staff, physicians, and assets. UNM Hospitals must appropriately limit physical access to the information systems contained within its facilities while ensuring that properly authorized workforce members can physically access such systems. UNM Hospitals will prevent unauthorized physical access to its facilities and to all UNM Hospitals information systems containing Electronic Protected Health Information.

AREAS OF RESPONSIBILITY

- UNM Hospitals Security Department
- UNM Hospitals Materials Management Department
- The Value Analysis Facilitators
- OR Director and OR Value Analysis Facilitator
- Security Department.
- Pharmacy
- Tissue Bank
- UNM Hospitals employees

PROCEDURE

1. HOW WE BUY SURGICAL PRODUCTS AND SERVICES

- 1.1 UNM Hospitals uses a combination of methods to seek the best value for products and services. We are members of the University Health System Consortium (UHC); therefore, our primary group purchasing organization (GPO) is Vizient Purchasing is responsible for contracting for items not on a GPO contract, which UNM Hospital accomplishes through the competitive bid process in compliance with State of New Mexico regulations. As allowed within state regulations, we may negotiate directly for pricing, terms, and conditions.
- 1.2 Materials Management (MM) is responsible to assist UNM Hospitals

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departments in determining whether your product is a stock or non-stock item. If it is a contracted item, MM may be in a long-term contract and not able to switch until the end of the contract.

- 1.3 Only those goods and services ordered by UNM Hospitals Purchasing and covered by a valid purchase order will be recognized as a valid encumbrance by UNM Hospitals. **Physicians are not authorized to enter the Hospital into any binding financial commitment(s).** In the absence of a valid purchase order, the vendor will not be paid.
- 1.4 The shipping of goods or provision of services to UNM Hospitals without a valid purchase order will be done at your own risk and without expectation of payment or return.

2. VENDOR REGISTRATION

- 2.1 All vendors and/or their designees must register annually with Vendormate. It is the responsibility of the vendor to keep track of their annual registration date (for example, if a vendor registers in February then they must register by February 1st of the following year). Privileges are not transferable between company representatives. All vendor representatives entering UNM Hospitals need to be registered. For questions on applying for access, please call (505) 272- 2257.
- 2.2 To register, vendors are required to provide proof of knowledge or certification of the following (Vendors not entering into surgical services may not require all of the items listed):
 - 2.2.1 Proof of clinical competency – Any vendor that will be in any of UNM Hospitals invasive procedural areas must provide proof of clinical competency and current certification/licenses regarding the product line. This proof must be detailed as to what specifically was involved with the competencies and certification/licenses. Based the vendor’s policies for renewals it is the vendor’s responsibility to update Vendormate.
 - 2.2.2 Surgical Attire and Traffic Patterns
 - 2.2.3 Aseptic Principles and Sterile Technique
 - 2.2.4 Perioperative Safety Concerns (Fire, Electrical, X-Ray, etc)
 - 2.2.5 Infection Control and Blood borne Pathogens
 - 2.2.6 Proof of Current Tuberculosis (PPD) test, Measles/Mumps/Rubella (MMR), Influenza, and Varicella.
 - 2.2.7 Electronically sign in Vendormate acknowledgement that vendor representative has read and (if applicable) will abide by the UNM Hospital Vendor Access Protocols.
- 2.3 It is the vendor’s responsibility to ensure that all information supplied to UNM Hospitals through Vendormate is correct and all protocols are complied with. Failure to provide accurate information and/or comply will result in

loss of vendor privileges.

3. VENDOR CHECK-IN

All vendor visits require appointments. Vendors are not allowed soliciting privileges on property without an appointment. Security will verify vendor registration before issuing an UNM Hospitals vendor badge. **Loitering in UNM Hospitals corridors, cafeterias, and other areas is prohibited. Meetings must be held in designated areas only (i.e., conference rooms, offices), not in public areas.**

3.1 FOR ALL VISITS, UPON ARRIVAL AT UNM Hospital:

- 3.1.1 Check in with Security at UNM Hospital or Inventory Control for OSIS between 6:30am and 4:00pm to sign in. During the hours there is no security officer assigned to the Vendor Check-in Desk, vendors may use the phone located at the desk to summon assistance from Security (272-2610). Vendors must provide valid identification to obtain a UNM Hospitals Vendor ID badge. Valid identification includes a state or federal issued driver's license or identification card. You will be asked to read and acknowledge the vendor guidelines. The badge will be valid for the day and valid only for the specific area you have been authorized to access.
- 3.1.2 To qualify for a semi-permanent badge, the Vendor has to meet the following criteria: Representative must be current in Vendormate with all shot records, be part of a trauma service (i.e. spine, ortho, CMF), must have at least 51% of current implant spend with the hospital and the badge will need to be reapplied for every 6 months.
- 3.1.3 The badge must be visible at all times while conducting business at UNM Hospital. Vendor must sign out at the end of the appointment.
- 3.1.4 Vendors who have specific appointments for attendance in the Main Operating Room or OSIS, Pediatric Operating Room, Labor and Delivery, Endoscopy Center, Interventional Radiology and OSIS are required to wear UNM Hospitals assigned vendor scrubs. Vendor scrubs will be issued at the Vendor Check-in Desk for all areas ***except the Operating rooms where disposable scrubs will be issued by the Inventory Coordinators.*** You will be required to leave a valid driver's license in exchange for the vendor scrubs. You must return the vendor scrubs to the Vendor Check-in Desk to retrieve your driver's license. There will be a \$250.00 cash only replacement fee for scrubs not returned to Security.

Note: Offsite Hospitals (UPC, CPC, and CTH) will have badges to distribute.

Offsite Clinics will manage vendors due to minimal vendor access needed. OSIS will provide vendors with the appropriate vendor scrubs.

3.2 FOR SURGICAL SERVICES APPOINTMENTS at the Main Hospital or Outpatient Surgical and Imaging Services (OSIS):

- 3.2.1 Exceptions to the Monday-Friday, 7:00am – 5:00pm appointment

times listed above include those times when an approved vendor must be in attendance for a specific surgical procedure; this must be approved in advance by the OR Director or designee.

- 3.2.2 **Vendors or their company must be indicated as needed for a surgical procedure on the surgery schedule to gain access to the Operative suites.**
- 3.2.3 *Once the need for their presence is verified vendors will be issued disposable scrubs and allowed into the OR.*
- 3.2.4 Per the OR attire policy; all persons who enter the OR will wear UNM Hospital provided scrubs. ***Scrubs will be donned in the OR dressing areas and can be obtained from the Inventory Coordinators (see 3.2.3 above).***
- 3.2.5 Upon arrival at the operating room, check in with the OR Director or Charge Nurse at the front desk of the Main OR and/or OSIS, sign and complete the "Vendor Log Book".
- 3.2.6 The OR Inventory Coordinator may be contacted and may escort you to and from the OR and/or Sterile Processing.
- 3.2.7 If the OR Inventory Coordinator is not available, or a procedure is delayed, you will be asked to wait in a designated non-patient care area. It is inappropriate for a vendor to wait in the physician or employee lounges or cafeteria, or to use hospital phones, phone lines, or computers for business purposes.
- 3.2.8 When a physician requires the presence of the vendor in the OR, the physician or physician's office staff should make that request at the time of scheduling or no later than two business days prior to the scheduled procedure.
- 3.2.9 Vendors are to be in the Surgical Services Department for the following purposes only:
 - 3.2.9.1 In-service instruction regarding a product/equipment that has been scheduled with the OR Educators or Coordinators.
 - 3.2.9.2 Invited to provide technical assistance to the surgical team as indicated on the surgery schedule.
 - 3.2.9.3 **Vendor will restrict activities to observation and verbal consultation to the physician/healthcare provider, vendors are prohibited from opening sterile products onto the surgical field or back table.**
- 3.2.10 The patient must be informed of the presence and purpose of the vendor in the operating room and give written consent prior to the patient's sedation.
- 3.2.11 Vendors provide education, training and introduction of procedures,

techniques, technology, and equipment to the perioperative health care professionals.

3.2.11.1 Vendors provide technical assistance to the surgical team during procedures.

3.2.11.2 Vendors shall not provide direct patient care or be allowed to scrub into any procedure.

Vendors and/or contracted clinicians with specialized training and credentials verified by UNM Hospital may perform calibrations/synchronization to adjust/program devices within the scope of their credentials under the supervision of the physician (for example, neuro monitoring, laser technician, and pacemaker representative).

3.2.12 Solicitation of physicians and staff in or around the UNM Hospital Main Operating Room, UNM Hospital Day Surgery and UNM Hospital Pediatric Operating Room departments is strictly prohibited.

3.2.13 The use of cell phones in the OR is strictly prohibited. Bags and briefcases are prohibited from being left outside the surgical suites **or brought into surgical suites**. Please do not bring any non-essential items into the Surgical Areas.

3.2.14 In the event of an emergency (for example: fire, chemical spill, code blue), the vendor must exit the OR and report to the OR Front Desk and/or wait for instructions from the Circulating Nurse.

3.2.15 Vendors are guests of UNM Hospitals and may be asked to leave at any time at the discretion of the management team, staff, and/or the physician performing the procedure. The OR management team has final authority.

3.2.16 Vendors must follow infection control practices, aseptic techniques, and perioperative occupational and fire safety protocols. They must be knowledgeable about blood borne pathogens and exposure protocol. When entering the OR, vendors must:

3.2.16.1 Wear proper scrub attire, scrubs are not to be worn in from other locations. You must change into hospital issued scrubs prior to proceeding into any sterile procedure area and personal protective barriers which include hair coverage, surgical mask, protective eyewear, and shoe covers (as applicable)

3.2.16.2 Wash hands before entering the OR;

3.2.16.3 Stay clear (at least 2 feet) of sterile fields or setups.

3.2.16.4 Upon completion of case participation, vendor must change

out of UNM Hospital scrubs and into their own clothing. This is an infection control policy as well as financially important.

- 3.2.17 The Circulating Nurse is responsible for managing the activities of the vendor in the OR. Vendors must function under the direction of the Circulating Nurse and adhere to the following:
 - 3.2.17.1 Enter the OR only AFTER the patient has been prepped and draped.
 - 3.2.17.2 Assist staff in acquisition of specific instrument/implant sets prior to the start of the surgical procedures.
 - 3.2.17.3 Obtain implants for surgical procedures base on the surgeon's request and verify implants with the surgeon and Circulating Nurse.
 - 3.2.17.4 Assist the circulator in the proper identification of implants documented on the implant log.
 - 3.2.17.5 Revisions and/or additional charges made to implant logs after completion of a case will not be recognized or reimbursed.
 - 3.2.17.6 Give technical advice to the surgical team regarding their equipment or devices.
- 3.2.18 Vendor **must not** participate in the following:
 - 3.2.18.1 Positioning, prepping or transferring of patients.
 - 3.2.18.2 Operating any equipment used for direct patient care unless the vendor has received specialized training and credentials verified.
 - 3.2.18.3 In surgical counts
 - 3.2.18.4 Placing or removing any items from autoclaves
 - 3.2.18.5 Placing instruments/implants onto the sterile field.
 - 3.2.18.6 Documenting any data on the implant log.
- 3.2.19 Vendors must represent a new procedure, technique, technology, product, or equipment being used for:
 - 3.2.19.1 Scheduled case and pre-approved in order to be present in the OR.
 - 3.2.19.2 Only one representative per product/equipment shall be present in the OR.
 - 3.2.19.3 Vendors shall not use the OR for purposes of training/teaching of their employees.
- 3.2.20 Vendors are responsible for verifying the inventory of their instrument/implant set(s) with an UNM Hospitals employee after the procedure. There will be no reimbursement for any lost instrumentation unless this verification process was completed. The

instrument/implant set(s) must be retrieved by the next business day.
3.2.20.1 Authority/Penalty: Failure to comply with the above guidelines will result in the initiation of the Vendor non-compliance policy.

3.3 FOR PHARMACY APPOINTMENTS (for vendors marketing pharmaceuticals or providing clinical information regarding pharmaceuticals):

- 3.3.1 Vendors with appointments in the Main Hospital, Barbara and Bill Richardson Pavilion (BBRP), Mental Health Hospital, Child Psychiatric Hospital and Ambulatory Care Clinics (ACC) must check in at Pharmacy Administration. They will provide information regarding the person they are visiting with, where and what medication they are discussing. If the vendor is promoting a drug to UNMHSC providers that is not on the UNMHSC formulary, that vendor must inform the pharmacy department that they are detailing a non-formulary medication.
- 3.3.2 Medications must be marketed consistent with FDA labeled indications and UNM Hospital Formulary Guidelines. If UNM Hospital Formulary Guidelines are more restrictive, only use for UNM Hospital approved indications can be detailed.
- 3.3.3 Vendors cannot make false or misleading statement regarding competitor's products.
- 3.3.4 Any promotional materials for products not on the UNM Hospital formulary must be clearly designated as non-formulary at UNM Hospital both during presentations and on any detail pieces left with providers. Vendors must inform providers that UNM Hospitals Pharmacy will not fill prescriptions or orders for non-formulary products until they have been reviewed and approved by the Pharmacy and Therapeutics Committee (P&T).
- 3.3.5 The P&T Committee may preemptively review newly approved drugs for potential inclusion or exclusion to the formulary before any providers have requested the medications for formulary consideration.. Providers wishing to request a medication be added to the UNM Hospital formulary should be directed to the Director of Clinical Pharmacy Services. Providers requesting the drug will need to complete a formal written request and submit this request for review by the P&T Committee. Providers must demonstrate to the P&T Committee by evidence-based methods that the newly requested medication will provide better patient outcomes, improved safety, greater efficiency, and reduced costs, and must explain how this drug will displace current formulary drugs. Providers must provide a cost-analysis with applications for new drugs including anticipated volume of the drug, potential users, total cost, cost per patient, reimbursement for the requested drug, cost to the

pharmacy, and an analysis how this drug will affect total reimbursement associated with capitated care for a particular diagnosis. Requests for additions to the UNM Hospital Formulary must come from a UNM Hospital provider and not the vendor.

- 3.3.6 The Executive Director for Pharmacy, Director of Clinical Pharmacy Services, or Director of Pharmacy Operation and Executive Medical Director of Pharmacy/Chair P&T Committee will evaluate the new medications requested for addition to the formulary, schedule the product for review and provide recommendations to the P&T Committee.

3.4 FOR APPOINTMENTS WITH ACTIVE CLINICAL STAFF, RESIDENTS, FELLOWS, AND MEDICAL STUDENTS:

- 3.4.1 The clinical staff member's department may be contacted and may escort the vendor to and from an appointment.
- 3.4.2 If a staff member is not available, vendor will be asked to wait in a designated non- patient care area. It is inappropriate for a vendor to wait in the physician or employee lounges or cafeteria, or to use hospital phones, phone lines, or computers for business purposes.
- 3.4.3 Upon arrival an appointment, check in with the Department designee.

4. PARKING

Vendors must park in designated parking areas and are responsible for obtaining parking permits from the UNM Hospital Parking and Transportation Department. Permits will be issued on a daily, monthly, or yearly basis. For questions on parking permits, please refer to the Parking Policy or call (505) 272-4074.

5. EVALUATION POLICY

- 5.1 Equipment or products will not be purchased without first undergoing an evaluation. Product/equipment and technology is evaluated through UNM Hospitals Value Analysis Program, which includes the committee process (i.e., Technology Assessment Committee, Product Standards Committee, and Surgical Services Product Standards Committee).
- 5.2 All new equipment or products must be introduced to the organization through the Value Analysis Facilitators. To present equipment or products for evaluation, contact the Value Analysis Facilitators to schedule an appointment.
- 5.3 All equipment and/or products to be evaluated for use in a patient care area must be approved by the Value Analysis Facilitators prior to the beginning of the evaluation period.
- 5.4 Should any faculty, physician, or staff member practicing or working at the Hospital have any financial or other interest in the equipment, product, and/or

service being evaluated, the vendor must disclose the specific relationship to Purchasing and the Value Analysis Facilitators during the initial request for evaluation.

- 5.5 Purchasing will not issue a purchase order for any sample product or technology for use in an evaluation unless approved prior to evaluation.
- 5.6 All products and equipment must be FDA-approved or have IRB, IND, or IDE numbers for clinical use.
- 5.7 Products unauthorized by Purchasing or the Value Analysis Facilitators and left by the vendor with a physician or Hospital staff member for patient use will not be paid for.
- 5.8 **Equipment:** UNM Hospital may not pay for equipment used during an evaluation. This includes, but is not limited to, rental fees, leasing fees, and evaluation fees.
- 5.9 **Products:** As a general rule, UNM Hospitals may not pay for products used during an evaluation. At the hospital's sole discretion, it may pay for disposable items used during an evaluation.

6. SURGEON REQUESTS FOR SUPPLIES, INSTRUMENTATION, OR EQUIPMENT

- 6.1 When a surgeon or assistant/employee of a surgeon requests supplies, instrumentation, or equipment for a scheduled procedure, the vendor is required to contact the OR Business Manager or OR Director. If the order needs to be shipped to the hospital, a purchase order needs to be obtained in advance. Please include a complete inventory of all instruments delivered to the facility. A designated UNM Hospitals employee and a health care industry representative must check inventory lists. If a company representative is unavailable, a complete inventory list must still accompany all instrument sets. Invoices for all implants must be presented to the facility within 24 hours of the scheduled surgery time.
- 6.2 Physicians are not authorized to enter the Hospital into any binding financial commitment(s). In the absence of a valid purchase order, the vendor will not be paid.

7. SAMPLES/DEMONSTRATIONS/IN-SERVICES FOR SUPPLIES OR EQUIPMENT

- 7.1 All samples of supplies and/or equipment must be coordinated through the Value Analysis Facilitators and the appropriate clinical Nurse Educator before distribution to any clinical area(s).

8. THE USE OF MEDICATION SAMPLES IS DISCOURAGED AT UNMHSC.

- 8.1 Medication samples are only to be used at UNMHSC in areas that have a demonstrated educational or clinical need for samples that cannot be provided in any other way.

- 8.2 Any medication samples must be pre-approved by the P&T Committee and only be kept in pre-approved certified areas for samples.
- 8.3 Medication samples that are kept or distributed at UNMHSC must follow the New Mexico Board of Pharmacy guidelines.
- 8.4 Paperwork is subject to periodic audits by the pharmacy department.
- 8.5 The vendor and provider need to confirm with the pharmacy department that samples can be provided prior to stocking samples in a clinic.

9. ITEMS BROUGHT INTO UNM Hospital AS CONSIGNMENT

- 9.1 UNM Hospital will work with provider to come to a written agreement on all consignment inventory programs. Each situation will be reviewed and determined based on mutual agreement.
- 9.2 Items placed on consignment at UNM Hospitals may not be loaned or removed without written approval from the appropriate Unit or OR Director or designee.

10. IMPLANTS, EQUIPMENT, OR INSTRUMENTS USED BY SURGICAL SERVICES THAT BELONG TO THE VENDOR

- 10.1 UNM Hospitals recognizes that there will be times when it is necessary for the vendor to provide instruments or equipment to complete patient procedures. In those instances, the vendor representative bringing products (implants, etc.), instruments, or equipment to be used for a procedure must check in with the OR Director or designee and then deliver the products and instruments to Sterile Processing in Surgical Services.
- 10.2 Signatures from both a vendor representative and a hospital employee will be required on the “Vendor Instrument Sign-In Sheet/Sign-Out,” and to reclaim your products and instruments after use and sterilization. UNM Hospitals will not be responsible for the replacement of lost instruments or products if the counts are not completed as stated. UNM Hospitals will not be responsible for instruments not picked up within 48 hours after terminal cleaning and sterilization. UNM Hospital is not responsible for the product or any subsequent use of the product once it has been removed from UNM Hospitals property.
- 10.3 Each instrument/implant set brought in for a procedure must not weigh over 25 pounds, as stated in AORN guidelines.

11. VENDOR INSTRUMENT DROP-OFF/PICK-UP

- 11.1 If the vendor is dropping off an instrument, the OR Inventory Coordinator must be notified no later than 24 hours in advance of the scheduled case.
- 11.2 All instruments and sets must be delivered at least 24 hours before a scheduled procedure to allow for sterilization. Trays not in house 24 hours **PRIOR TO THE SCHEDULED CASE TIME** will incur a \$50.00 per tray sterilization processing fee. This fee will be deducted from the invoiced amount for the case in which the instrumentation was used.

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- 11.3 During regular working hours (Monday-Friday, 7:00am-5:00pm):
 - 11.3.1 Upon arrival at UNM Hospitals, the instrumentation/implants will be taken to the Sterile Processing Department where the Sterile Processing Technician will check them in and have all vendors fill out the “Vendor Instrument Sign-In/Sign-Out Sheet.”
 - 11.3.2 A full inventory sheet of all instrumentation/implants must be available at the time of check-in.
 - 11.3.3 All instruments brought into UNM Hospitals will be accompanied with a Manufacturers Written Recommendations (MWI) for processing requirements including decontamination, preparation, and sterilization (exposure times and temperatures).
 - 11.3.4 The company name, surgeon’s name, date of surgery, and the number of trays per systems should be labeled on the outside of the wrap. All trays must be properly sterilized through Sterile Processing prior to use.
- 11.4 During off-hours:
 - 11.4.1 Off-hours drop offs must be scheduled in advance with the OR Sterile Processing Director or designee. The Charge Nurse will verify completeness of sets and assist vendors in filling out appropriate paperwork before sending instruments/implants to Sterile Processing.
 - 11.4.2 After use and sterilization, trays should not be wrapped (unless otherwise stated) and will be returned to the vendor pick-up cart in the OR.
- 11.5 Vendors must retrieve their instrumentation/implants no later than next business day after terminal cleaning and sterilization. The hospital will not be responsible for the replacement of lost instruments or products if counts are not completed.
- 11.6 Instrumentation that is consigned at UNM Hospital and requires restocking must be completely restocked prior to sterile processing taking place. Sets missing instruments or implants will not be put into use until they are complete.

12. BONE OR TISSUE PRODUCT REQUESTS

- 11.1. Notify the Tissue Bank coordinator and the UNM Hospitals Value Analysis Facilitator of any new product requests by physicians. The Product Standards/Surgical Services committees will approve all new bone or tissue product requests.
- 11.2. Notify requesting physician they must contact Tissue Bank with new or special product request. The Tissue Bank will not honor product orders requested by the vendor on behalf of a physician.
- 11.3. Under no circumstances will a vendor begin a search for a special product or place a bone or tissue product order with a company on behalf of a physician and UNM Hospitals. The Tissue Bank will initiate all product orders.

Violation of this will result in disciplinary action (See Section 16. Violation of Policies).

- 11.4. Assure that sources of bone and tissue products they represent have been appropriately tested and are licensed by state and federal regulatory agencies.
- 11.5. Provide the Tissue Bank with updated FDA and AATB registrations and/or certificates of companies they represent as necessary.
- 11.6. Assure the transport of products they represent follow appropriate storage and temperature requirements.
- 11.7. If products are on consignment with the hospital, regularly check usage and inventory levels. Rotate out any short dated consigned products with longer dated products.
- 11.8. Never hand deliver products to the Tissue Bank. All products must be shipped directly from the distributing company (Exceptions require letter from company represented).
- 11.9. Confirm the company represented has an updated contract or consignment in place with the UNM Hospitals Purchasing department.

13. ACCESS TO PATIENT CARE AREAS

- 13.1 Vendors of medical/surgical supplies and equipment are prohibited from entering direct patient care areas unless the presence of the representative is essential to the operation of the equipment/supply that has already been purchased. A patient care area is defined as any area in which an UNM Hospital patient may receive care. The vendor shall be allowed in the procedure room to observe only, **and only with the consent of the patient (as obtained through the consent form) and the permission of UNM Hospitals.** The patient's procedure team (physician, surgeon, and/or anesthesiologist) may provide permission on behalf of UNM Hospitals.
- 13.2 **Sales representatives and/or vendors shall not perform or assist in any part of direct patient care including the operation of equipment (except pacemakers and/or lasers by nationally certified technicians) during a procedure. They may serve as technical advisors only.**
 - 13.2.1 **Representatives and/or vendors are not to operate any UNM Hospital equipment.**
 - 13.2.2 **Representatives and/or vendors are not to touch patients at any time.**
 - 13.2.3 **Representatives and/or vendors may not scrub on any procedure.**
- 13.3 The representative and/or vendor will observe all sterile, safety, and OR techniques to maintain patient integrity, and abide by all confidentiality and HIPAA requirements.

14. CONTRACT/PRICE NEGOTIATION

Purchasing is the only agent authorized by UNM Hospitals to approve pricing or a contract with a vendor or product sales representative.

- 14.1 All contracts, voluntary agreements, price agreements, lease/rent agreements, or product evaluation agreements must be reviewed and approved by Purchasing. Contracts and agreements negotiated with a representative of the Hospital or School of Medicine faculty or staff, but without prior authorization by Purchasing will not be honored.
- 14.2 Any products left by a vendor under an arrangement without prior approval by Purchasing are considered donations, and no further obligation will be assumed by the System or any of its facilities or departments.

15. GIFTS, GRATUITIES, AND ENTERTAINMENT

- 15.1 In order to maintain compliance with federal and state law and to avoid any potential conflicts of interest, all UNM Hospitals employees are prohibited from accepting anything of value (including gifts, gratuities, or entertainment) offered by a supplier intending to induce, or given in return for patient referrals, the purchase, lease, or rental of any item or service, or to otherwise influence the decision-making process.
- 15.2 To help eliminate the possibility of conflict of interest:
 - 15.2.1 Departments and Units may not accept anything of value from potential or current suppliers except promotional or advertising items of nominal value (pens, pads, etc.) or modest food that is given as part of a legitimate educational session sponsored by a supplier on campus.
 - 15.2.2 Donations cannot, in any way, be tied to patient referrals, the purchase, lease, or rental of any item or service, or to otherwise influence the decision-making process. If reasonable questions regarding the supplier's intent to influence the decision-making process exist, appropriate action will be taken, including the return of the donation to the supplier.
 - 15.2.3 Hospital Administration must approve education sessions, in-servicing opportunities, and other issues not expressly addressed in this procedure, but which might conflict with these guidelines.
 - 15.2.4 Should any faculty, physician, or staff member practicing or working at UNM Hospitals, whether employed by UNM Hospitals or not, have a financial or other interest in any product, equipment, and/or service represented by a vendor, the vendor must disclose the relationship and specific interest to be derived by the faculty, physician, or staff member.

16. UNM Hospital EMPLOYEE RESPONSIBILITIES

- 16.1 Each member of UNM Hospitals staff and all other members of UNM Hospital patients' medical teams (physicians, surgeons, anesthesiologists, etc) must report violations of these policies to the Executive Director of Materials Management. The staff member/member of the patient medical team should also instruct the product sales representative in violation of this policy to

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immediately report to the Executive Director of Materials Management.

- 16.2 If the Executive Director of Materials Management finds the alleged violation to be valid, they will warn the vendor in writing that their conduct violates UNM Hospitals policy. Violations of policy could result in the cancellation of the vendor's privileges to visit UNM Hospitals and the notification of the vendor's company.

17. VIOLATION OF POLICIES

- 17.1 These policies and regulations for healthcare industry representatives are to be followed rigidly. All UNM Hospitals staff will assist in monitoring the level of compliance. In the event that a member of UNM Hospitals staff observes a vendor in a UNM Hospitals work area without an approved UNM Hospitals Vendor Badge, the staff member should do the following:
- 17.1.1 Ask the vendor if they are aware of the Vendor Access Policy. If not, they should immediately be directed to Materials Management.
 - 17.1.2 Ask the vendor for his/her name, company, and either escort them off the premises or call Security and wait with the vendor until Security arrives to escort him/her off the premises.
 - 17.1.3 Notify Materials Management with the vendor information.
 - 17.1.4 Vendors who violate UNM Hospitals Vendor Access policy shall be notified and the following actions will be taken for misconduct.
 - 17.1.5 **First offense:** Vendor and Vendor's manager notified. Comment will be filed in Vendormate that a first offense has occurred.
 - 17.1.6 **Second offense:** Temporary restriction on hospital visitation privileges, up to 30 days. A phone call will be placed to the Vendor and Vendormate score will be demoted by 10 points. Vendor will be required to notify Supply Chain in advance of any planned visits to UNM Hospital. A comment will be filed in Vendormate indicating the date/time and nature of the offense/complaint.
 - 17.1.7 **Third offense:** Vendormate access will be revoked and termination of future business relationship. UNM Hospital will request a new vendor representative from the company, will require business review, and approved meeting prior to first visit to UNM Hospitals.
- 17.2 Examples of misconduct: Aggressive selling to any UNM Hospitals staff, visiting areas without appointments, bringing in samples or new product with supply chain review, repeated errors on implant records or invoices.

DEFINITIONS

1. **Vendor:**

- 1.1 Healthcare Industry Representative is any medical industry representative visiting UNM Hospitals for the purpose of performing a legitimate commercial or business activity.

- 1.2 Pharmacy Industry Representatives
- 1.3 Any other type of visitor performing commercial or business activity authorized work within UNM Hospitals Facilities
- 2. **Contractor:** any commercial contractor performing authorized work at any UNM Hospitals Facility.
- 3. **UNM/HSC:** University of New Mexico Health Sciences Center (UNMHSC), which is comprised of the School of Medicine (SOM), College of Nursing (CON), College of Pharmacy, Cancer Research and Treatment Center (CRTC), Cancer Research Facility (CRF), Biological Research Facility (BRF), Health Sciences Services Building (HSSB), and any other medical or education facility located on the North Campus of the University of New Mexico
- 4. **UNM Staff:** any Physician, House Staff (Resident), Faculty Member or any other person in the employ of the UNM Hospital
- 5. **HSC Student:** any person attending any UNM/HSC Facility for educational purposes. This also includes any UNM Hospital Employees or UNM/HSC Staff members attending any UNM or UNM/HSC Facility for educational purpose.
- 6. **Items:** Supplies, equipment, devices, instruments, and/or related product.
- 7. **Vendormate:** vendor credentialing service

SUMMARY OF CHANGES

Update on pharmacy appointments and use of samples in clinics
 Update for Vendormate (vendor credentialing service) and bone or tissue product requests. 4/2015; Deleted attachments (registration forms).
 Revised “UNM Hospitals Vendor Access”, 2/2012.

RESOURCES/TRAINING

Resource/Dept	Contact Information
Materials Management	272-2257

DOCUMENT APPROVAL & TRACKING

Item	Contact	Date	Approval
Owner	Executive Director, Materials Management & Director, Security, UNM Hospitals		
Consultant(s)	Value Analysis Facilitator, Executive Director, Pharmacy Executive Director, Surgical Services, Director, Pharmacy Clinical Operations, Supervisor, Food & Nutrition, Executive Director, Compliance, Director, HSC Compliance, Executive Medical Director, Pharmacy, Pharmacy & Therapeutics Committee, Chair		

Title: UNM Hospitals Vendor Access
 Owner: Executive Director, Materials Management & Director, Security, UNM Hospitals
 Effective Date: 04/30/2019

Committee(s)	Pharmacy & Therapeutics Committee, UNM Hospitals PP&G Committee		Y
Nursing Officer	Chief Nursing Officer, UNM Hospitals		N/A
Medical Director/Officer	Medical Director/Officer		N/A
Official Approver	Chief Operating Officer, UNM Hospitals		Y
Official Signature	On SharePoint	04/30/2019	
Effective Date			04/30/2019

Title: UNM Hospitals Vendor Access
Owner: Executive Director, Materials Management & Director, Security, UNM Hospitals
Effective Date: 04/30/2019