



Vendor Rules of Conduct and Access


Palmetto Health Baptist | Palmetto Health Richland | Palmetto Health Baptist Easley

Palmetto Health views vendors as partners in support of our mission to provide the best products and services for our patients. Our staff recognizes vendors as a key resource in supporting quality, cost effective solutions and technologies to provide the highest level of care to the communities we serve.

Palmetto Health is a shareholder member of the Premier Group Purchasing Organization and strongly supports Premier contracts.


James M. Bridges
COO, Palmetto Health Baptist


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PALMETTO HEALTH SUPPLY CHAIN STRATEGY

Our **goal** is to create a supply chain structure that provides Palmetto Health caregivers and support staff the highest quality of products and services at the lowest total cost. Our goal is to facilitate control over product selection, acquisition and use through easily accessed information and processes.

Our **vision** is to create a supply chain support organization that has accountability for all supply chain resources, activities and costs.

Our supply chain **strategy** seeks to reduce variation—as clinically appropriate and reasonable—in products, utilization, suppliers and process flows.

To enhance patient confidentiality and limit access to Palmetto Health facilities, a strict vendor **policy** has been developed to assist suppliers wishing to conduct business at Palmetto Health.

Visiting Palmetto Health Facilities and Employees

Visitation to Palmetto Health initially is only through the Corporate Purchasing Manager or the Clinical Manager of Product Standardization/Value Analysis at Baptist and Richland or the Supply Chain Management Department at Easley.

Vendors are not allowed to call, e-mail or make cold calls to any department or nursing unit. Likewise, Palmetto Health employees are not allowed to call or contact vendors without going through the Corporate Purchasing Manager or the Clinical Manager of Product Standardization/Value Analysis at Baptist and Richland or the Supply Chain Management Department at Easley.

All vendors must register, go through vendor orientation and fill out required information prior to conducting business at Palmetto Health.

Vendor Badges at Baptist and Richland: All sales representatives will be required to wear a Palmetto Health I.D. badge when in a Palmetto Health facility.

Vendor Badges at Easley: All sales representatives will be required to sign in electronically using Vendor Mate and wear a badge issued for that appointment. Representatives have up to five grace log-ins. After that time, representatives will not be allowed to visit hospital departments unless they have re-registered with Vendor Mate. Representatives who arrive outside of standard Supply Chain Management Department hours (Monday–Friday, 8:30 a.m.–5 p.m.) will need to register at the Security Desk in the Emergency Department lobby.

Patient Privacy

Vendors are prohibited from requesting or attempting to gain access to confidential information concerning patients or product/technology use. The need to safeguard Palmetto Health patients' rights to privacy and confidentiality as defined by the Health Insurance Portability and Accountability Act (HIPAA), and to preserve the integrity of the environment of care for caregivers and medical staff, requires Palmetto Health to construct and enforce reasonable guidelines for appropriate vendor access and behavior.

Vendor Review Process

Appropriate Palmetto Health supply chain staff will meet with vendors, review product/service/technology offers and existing contracts. They may then exercise the following options:

1. Send information to an existing value analysis subcommittee.
2. Send information to the Corporate Purchasing Manager and/or the Clinical Manager of Product Standardization/Value Analysis at Baptist and Richland or the Supply Chain Management Department at Easley.
3. Reject the offer based on current contract obligations.
4. Set up a meeting with appropriate hospital staff member(s) or physician(s) as necessary.



PRODUCT STANDARDIZATION

Vendors may only promote pharmaceuticals as approved by the Pharmacy and Therapeutics Committee. Non-Pharmaceutical vendors may only inservice or install products and equipment that have been approved for use at Palmetto Health by the Product Standardization committee or Supply Chain Management. *All products submitted to Palmetto Health must be FDA approved for the intended use.*

PURCHASE ORDERS

All products, equipment and services require a purchase order number be issued by Corporate Purchasing prior to the order and use of a product. *Hospital employees cannot verbally order any product or service from a vendor.* Night and weekend emergency orders will be handled through SPD and the evening supervisor. Vendors must call Corporate Purchasing for Baptist and Richland at 803-296-5880 or Easley at 864-442-8561, the next business day for a purchase order number.

INVOICES

All invoices must be sent to the following address:

For Baptist and Richland
Attn: Accounts Payable
P.O. Box 100168
Columbia, SC 29202-3168

For Easley
Attn: Accounts Payable
P.O. Box 2129
Easley, SC 29640

PLEASE NOTE: Any additional invoice line items that are not in the body of the purchase order will not be paid. Additional handling, surcharges and/or shipping charges not agreed to in advance will not be paid.

DELIVERIES

Deliveries of supplies and equipment must be sent to the appropriate Palmetto Health loading dock as indicated by the purchase order. No shipments will be received without a valid purchase order number. The purchase order number must be noted on the packing slip and carton label. Shipment without identifying purchase order numbers will be returned at the vendor's expense.

CONTRACT NEGOTIATION

Contract negotiations for supplies and services will be conducted by the Director of Supply Chain Management, Corporate Purchasing or in collaboration with department directors in joint meetings with vendors. Contracts are considered null and void unless signed by an authorized agent of Palmetto Health. Department staff, managers and directors are not authorized to sign contracts on behalf of Palmetto Health.

BUSINESS REVIEWS

Vendors will conduct mandatory semi-annual business reviews with the Corporate Purchasing Manager or the Clinical Manager of Product Standardization/Value Analysis at Baptist and Richland or the Supply Chain Management Department at

Easley to determine usage volumes and tier level accuracy, and to review other pertinent information such as product quality, back orders, substitutions, etc.

ACCESS TO PATIENT AREAS

Vendors are restricted from all patient care areas without the approval of the appropriate director or physician. Patient care areas include any area where direct patient care occurs, such as patient rooms, procedure rooms, nursing units, outpatient clinics and the emergency departments.

Vendor access to an operating room (OR) requires documented approval of the OR director and the surgeon. Vendors are restricted to the surgical suite where the procedure is being performed and must exit upon procedure completion and leave the facility. Loitering in hallways, lounges, cafeterias and other hospital areas is forbidden.

NON-COMPLIANCE

Hospital staff will neither meet with, nor allow within their areas, sales or service representatives lacking a valid pass. Violations will be reported to Supply Chain Management and/or Security after normal business hours. Failure to comply with the vendor registration and identification process or any other established policy of Palmetto Health will result in one of the following:

First offense: Written notification of offense sent to vendor representative and his/her manager.

Second offense: Written notification of a six month suspension from Palmetto Health.

Third offense: Permanent ban of vendor representative and possible discontinuation of any products/services used from that company.

GIFTS AND ENTERTAINMENT

Vendors cannot offer, and employees cannot accept, any material gifts, gratuities and/or excessive entertainment in case or in kind (including personal acceptance of free goods or vendor services) from any present or potential vendor. Some examples of excessive entertainment are: personal expenses paid by a vendor, personal use of vendor's lodging facilities, automobiles or boats. Abnormally frequent and/or lavish dinners/drinks and other forms of entertainment are not considered prudent.

Failure to comply with guidance of Palmetto Health Vendor Rules of Access and Conduct can result in immediate and permanent expulsion from Palmetto Health.
