

<b>TITLE:</b> VENDORS/ NEW PRODUCT AND SUPPLIES	
<i>Check one</i>	<i>List department if department-specific</i>
<input checked="" type="checkbox"/> <b>HOSPITAL-WIDE</b> <input type="checkbox"/> <b>DEPARTMENT-SPECIFIC FOR →</b>	<b>All dept</b>
<b>POLICY NUMBER:</b>	<b>RESOURCE PERSON:</b> SCD and CRD

**PURPOSE**

The purpose of this policy is to provide guidance and instructions for sales representatives/vendors who are doing business, or intend to do business with the Cartersville Medical Center. It is also intended for hospital personnel to assist in understanding how to effectively interface with sales representatives within HCA standards and requirements.

**POLICY STATEMENT**

Cartersville Medical Center is an HCA entity and as such supports and gives priority to HealthTrust Purchasing Group (HPG) National Agreements for supplies, equipment and services. HPG contract vendors will be seen, and products evaluated in accordance with this policy. Non-HPG contract vendors will not be seen, nor their products evaluated or used in this facility unless an HPG contract for that commodity has not been established, or the SMAT Chairperson has approved an exception. Vendors without a HPG contract and wishing to do business with HCA facilities should reference the following website for the process for submitting information for evaluation: [www.healthtrustpg.com](http://www.healthtrustpg.com)

**POLICY REQUIREMENT**

It is incumbent upon each vendor to comply with this policy in all respects. Failure to do so will be reported to the sales representative’s company and to HPG. Violation of this policy could result in permanent debarment of the sales representative from doing business with the facility, division, or company.

**FACILITY RESPONSIBILITY**

Each facility, and the Supply Chain Director specifically, is tasked with adhering and complying with policies related to the introduction, evaluation, and purchase of products. Guidance and direction for these policies are shaped by the Divisional Supply Chain Officer and the employees within Supply Chain Services.

**PROCEDURE**

**CHECK-IN**

Sales representatives/vendors must be cleared through Reprax prior to working in the facility and obtain a Reprax Badge each time the representative enters the facility. This badge must be worn at all times when in the facility.

**APPOINTMENTS**

Sales representatives will not be seen without an appointment. Appointments must be made in advance. Drop-ins or “cold calls” will not be seen unless there is an urgent or compelling reason.

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**PRODUCT INTRODUCTIONS, CHANGES AND UPGRADES**

Sales representatives will introduce any new, changed or upgraded products through the facility’s Supply Chain Director or Clinical Resource Director (CRD) prior to introducing any product to a facility. Since it is neither possible, nor necessary to meet with every sales representative, sales representatives desiring to introduce products as previously outlined, will mail product literature to the CRD with a cover letter indicating the clinical and/or financial benefits of the product, and why the facility should consider its use. Additionally, the letter must indicate whether or not the product is included in a current valid HPG contract and provide the contract number. The CRD will forward the information to the responsible Department Director as appropriate.

**PURCHASE ORDERS**

The Purchasing Department personnel are the only authorized representatives of the hospital allowed to commit hospital funds, and to place purchase orders.

**PRODUCT DECISIONS**

The Supply Management Action Team (SMAT) comprised of facility executives, key department directors, and the Supply Chain personnel will make the final decision as to whether a product is accepted or rejected based on overall process described by policy SCG-3007. **Any product brought into the facility without SMAT approval will be considered a sample and free of charge.**

**NON-CONTRACT VENDORS**

Compliance with HealthTrust Purchasing Group (HPG) contracts is mandatory for each HCA facility. As a result, introduction and/or use of non-contract commodities are not possible unless HPG has not established a contract for that specific product or commodity. The fact that a company is negotiating with HPG is not sufficient, and until formal written notice is provided by HPG, products or commodities that are not on contract will not be considered or used if a contract for similar items exists.

**CONTRACT VENDORS**

HCA has established sole source, multi/dual-source and optional vendor contracts. It is the Cartersville Medical Center policy to comply with these contracts to the extent indicated herein.

Sole - One vendor with no intention to add other vendors.

Dual - Two vendors only.

Multi - More than two vendors. Confirm and identify number of vendors to the awarded vendors at the time contracts are finalized.

Optional - At least one vendor with the option to add others. It is at the discretion of the facility whether or not to use the contracted vendor.

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**BUSINESS REQUIREMENTS/CONDITIONS**

Vendors desiring to do business with the hospital are expected to provide the following for all products to be considered for use in the hospital if requested:

Product literature.

Published information on clinical/technical evaluations, and product trial results.

Price lists.

Cost comparisons and analysis to establish financial feasibility of product use.

Product samples at no cost to the hospital.

In-service training/education for all nursing units, departments and staff involved.

List of hospital references (hospitals currently using the product, equipment or service).

**PRODUCT TRIALS**

Vendors who have received approval to “trial” specific products within the hospital will comply with the following requirements:

Provide sufficient product to conduct a trial for up to four weeks for designated nursing units or departments. This will be done at no cost to the hospital.

Provide in-service training/education for all nursing units, departments and staff involved in evaluating trial” products. This will be coordinated by the vendor in advance through the hospital Education Department and with the Supply Chain Director, after approval has been received to trial the product.

Provide evaluation forms in advance of the trial to help determine efficacy of trial.

Provide assistance and guidance, and monitor and document the progress of the trial.

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**VENDOR CODE OF CONDUCT**

**VENDORS WILL:**

1. Comply with this policy in all cases. If there are questions or concerns, the sales representative should address them with the Supply Chain Director The sales representative will also complete the Vendor Data Sheet form, and attach a current business card.
2. Honor and support hospital decisions regarding product selection or non-selection.
3. Be on time for all scheduled appointments.
4. Assist hospital in all aspects of converting the hospital to the vendor’s product, if the product has been approved for trial or use. This includes guidance, instruction, in-service, labor, technical advice and expertise, as the hospital deems necessary.
5. Ensure that no new, or changed products are introduced into the hospital without first gaining approval from the Supply Management Action Team as outlined previously.
6. Ensure that a valid appointment has been made with a surgeon or Operating Room staff member. Vendors will not be allowed in the Operating Room without a valid pre-scheduled appointment.
7. Report to the Operating Room on time when their presence is requested by a surgeon, or other member of the Operating Room staff. Must be fully prepared to support the surgeon or other Operating Room staff member as requested.
8. Ensure that supplies brought in for a surgical case are properly listed and priced on a hospital Special Purchase Request (SPR) upon completion of the case, and that all appropriate hospital vendor forms are completed by the vendor when requested (e.g. orthopedics, pacemakers, etc.).
9. Ensure that all items listed on the Special Purchase Request remain in the hospital, or are used on or implanted in a patient.
10. Ensure that all equipment brought into the hospital for trial, installation or temporary use is inspected by the Bio-Medical Engineering Department prior to issue and use.
11. Follow facility policy regarding use of cellular phones.
12. Check in with Reprax and wear Reprax Badge at all times while in the facility.

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**VENDORS WILL NOT:**

1. Use the Operating Room for sales calls, unless by previous appointment. No “cold” sales.
2. Intentionally undermine the hospital in anyway, or for any reason with doctors, patients or hospital personnel.
3. Use the hospital to gain market share at the expense of the hospital, or other HPG contract vendors.
4. Provide free, or at-cost product or product samples directly to hospital employees without prior authorization by the Supply Chain Director. Samples will never be provided directly to staff or patients by vendors under any circumstances.

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Dear Vendor,

Cartersville Medical Center seeks to provide high quality, cost-effective patient care. It is recognized that vendor representatives play an important role in achieving this goal. Cartersville Medical Center has created the attached procedures to ensure that these relationships remain productive and beneficial.

It is imperative that policies and procedures for supply and equipment acquisition be adhered to at Cartersville Medical Center. All supplies, instrumentation and equipment entering or leaving Cartersville Medical Center must be tracked through the Material Management Department or the OR Material Manager, if applicable, regardless of whether the request was made by the facility or a physician. This also includes all products and equipment that have been requested for evaluation purposes.

Attached you will find a list of protocols to which you must adhere, effective immediately. Non-compliance with Cartersville Medical Center vendor policies and procedures will result in the facility assuming no responsibility for payment of products used, lost or damaged. It may further result in the vendor being restricted from the facility in the future.

Thank you for your prompt attention to this matter.

Sincerely,

Cartersville Medical Center  
David Edwards- Supply Chair Director 770-607-1043  
[David.Edwards2@hcahealthcare.com](mailto:David.Edwards2@hcahealthcare.com)

Toni Strawn- Clinical Resource Director 678-721-5587  
[Toni.Strawn@hcahealthcare.com](mailto:Toni.Strawn@hcahealthcare.com)

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*The interpretation of this policy rests with the Supply Department who reserves the right to modify, change or discontinue the policy at any time.*

*Approved by:*

*Effective Date:*

*Reviewed:*

*Revised:*

*Next Review Date:*

*References:*

### New Product/Tech flow (SMAT)

