

Supply Chain Management Vendor Policy

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Purpose:

The purpose of this policy is to set guidelines for vendors and vendor representatives visiting Boston Children's Hospital (BCH) in order to preserve the atmosphere of cooperation between vendors and BCH personnel and to help ensure compliance with BCH's requirements for vendors and vendor representatives

Scope:

This policy applies to current and potential vendors and their representatives that engage in business interactions with employees, residents and members of the Medical Staff of BCH.

Policy:

Procedure:

It is the policy of BCH that all vendors doing business with BCH and its subsidiaries will be required to register with, the BCH vendor management system. Vendors and vendor representatives can register by visiting, <https://apps.childrenshospital.org/connect/supplychain/>

This form will be reviewed by the Director of Supply Chain Administration or his designee, to determine the opportunity and have the proper procedures for introducing vendors and their products to BCH personnel.

All vendors entering clinical area must have a pre-scheduled appointment with BCH personnel.

All vendors must wear a visible badge at all times while on BCH property, whether the badge is printed from the vendor credentialing system, or a vendor-issued badge. Failure to wear a badge could prevent result in suspension of visitation privileges for the vendor representative and the termination of all current and future contracts with the supplier.

PROCEDURE:

Vendor Representative Registration

Prior to visiting any department at BCH or doing business with BCH, all vendor representatives must register with the vendor credentialing system and must review all requisite information, including, but not limited to, BCH Privacy and Confidentiality Policy, Corporate Compliance Plan, Code of Conduct and this policy. Vendors visiting clinical areas may be required to review additional information.

Upon completion of the requirements, vendors will be able to sign in and print a visitor badge. Kiosks are available in the main lobby area of the Campus. **This is the preferred sign in location.** Vendors

will be able to print their own visitor badges from one of these kiosks. If a vendor is unable to print a badge, they are required to go to the Supply Chain, Purchasing Department during normal business hours. Vendors will not be allowed on BCH premises without a valid badge. Vendors will not be allowed to print badges without an appointment. Badges will be available one hour prior to the scheduled meeting time and up to one hour after. For those locations where kiosks are not available, the vendor representatives must sign in with the receptionist.

Under no circumstances should a vendor visit any other areas not indicated during appointment registration.

Exemptions will be made on a case-by-case basis and must be approved by the Supply Chain Department. Examples of exemptions to the vendor credentialing system registration process include the following types of vendors and vendor representatives:

- Some vendors with an annual spend of less than \$5,000 who do not have patient care area access
- Academic institutions
- Catering companies
- City, county, state and federal agencies
- Delivery companies (courier services, FedEx, UPS)
- Other health care facilities
- Professional affiliations
- Joint Commission representatives or other regulatory agencies
- Non-profit groups to whom your health system makes donations
- Trade associations where the payment made is a membership fee
- Local “cash and carry” vendors, such as local grocery stores, hardware stores, gift and flower shops where employees make occasional purchases

Vendors who are subject to registration, but the representatives are exempt, include:

- Employees of clinical staffing agencies are not required to create representative profiles, though the company with which you have the direct contract needs to register

Unsolicited Vendor Visits

Unsolicited vendor visits to BCH proper are not allowed and will not be tolerated. Vendors who make regularly scheduled visits to BCH may be issued a vendor or AP badge or may have regular appointments placed in the vendor credentialing system. Permanent badges will be at the discretion of BCH. Permanent badges must be worn upon entry into BCH.

New vendors or vendors visiting BCH for the first time must schedule an appointment with the Supply Chain Department and the Director of Supply Chain Administration or their designee. This will provide the Supply Chain Department the opportunity to review the proper procedures for introducing vendors and their products to BCH personnel.

To ensure proper introduction and follow up of products or services, vendors are required to present all price quotes and/or contracts to the Supply Chain Department or the authorized Buyer to whom they have been assigned. Vendors are prohibited from discussing pricing information with BCH personnel except when Supply Chain staff is present. All final negotiations shall be the responsibility of the

Supply Chain Department. Failure to follow this important directive may result in a contract being deemed null and void and may prohibit the vendor from being allowed on BCH property.

BCH requires that a purchase order accompany all orders for goods and services. Invoices for goods or services provided without a valid purchase order will not be paid. This policy includes purchases of goods, services, and any associated trials, rentals or loans. A pre-assigned purchase order number is necessary to ensure the appropriate receipt, delivery and payment of an order.

All invoicing shall be sent to the Accounts Payable Department as defined on the purchase order for prompt payment. Invoices shall not be sent directly to end users or departments.

All contracts must be vetted and approved through the appropriate BCH process and can only be signed by authorized personnel.

New Products:

Vendors interested in introducing a new product to BCH must provide product literature and pricing to the Supply Chain Department or the Buyer to whom they have been assigned. Samples of new items must be provided for presentation to the Value Analysis Committee (VAC). Vendors may obtain the results of the VAC, relative to the review of their product, from the Director of Supply Chain Administration or their designee. This committee meets monthly.

Bids, Quotes and Proposals:

All Bids/Quotes/Proposals should be sent to Supply Chain Purchasing Department for further distribution within BCH.

Repairs and Other Purchase Services:

Normal Hours:

Vendor reps/technicians who have signed purchased service agreements with BCH, who make regularly scheduled or “upon request” visits, and who have been issued a permanent vendor badge shall still be required to sign in with the vendor credentialing system and must announce themselves to the department of contract.

Vendor reps/technicians that fall under this category who have not been issued a permanent vendor badge are also required to sign in with the vendor credentialing system or must visit the Supply Chain Purchasing Department.

Service calls taking place during normal business hours require that a signed service report be left with either the Health Technology Management Department or Facilities Department

After Hours:

The badge requirements for after hours’ service calls are the same as for normal hours (see above). If a service call takes place outside of normal working hours, a signed service report should be left with the area supervisor who will forward it to the department head. A purchase order will be assigned and called

in on the following business day.

Shipments and Deliveries:

All shipments to BCH must include a packing slip indicating the appropriate P.O. number. Deliveries must be made to our Receiving Department between the hours of 7:00 a.m. and 4:30 p.m., Monday through Friday.

Emergency Shipments:

Emergency shipments may be accepted outside of business hours based on prior notice and proper arrangements with Supply Chain Purchasing Department and the Receiving Department.

Invoices:

Invoices must be directed to our Accounts Payable Department and must reference the appropriate purchase order. Failure to do so may result in a delay in the processing of payment.

**Boston Children's
Hospital ATTN: Accounts
Payable Mail Stop BCH
3400
300 Longwood Avenue
Boston, MA 02115**

Do not ship product to BCH or issue an invoice without a valid purchase order number.

Boston Childrens Practices

1. In-services for new products and trials need to be arranged through the Supply Chain Department;
2. Adherence to our Relationships with Industry Policy with respect to educational offerings and gifts;
3. Appropriate behavior (no selling) when present during cases/procedures;
4. No use of electronic devices in patient areas;
5. When entering into inventory areas, you must be accompanied by an authorized BCH employee;
6. When providing items needing sterilization, they must be presented and signed for at least 24 hours before the anticipated use;
7. Samples are to be presented at the Supply Chain office to ensure appropriate paperwork is completed--samples are not to be dropped off in clinical departments.
8. Non-compliance will impact your ability to service BCH.

Corporate Compliance Program:

We at BCH are deeply committed to our Compliance Program. The reputation of BCH rests in the hands of the employees and our commitment to honesty, fairness and compliance with all the laws both federal and state and the method in which we do business. We at BCH believe that our business conduct and our relationships with each other, our patients, our vendors and all others with whom we do

business should always be governed by the utmost lawful and ethical standards. In addition, BCH requires that all vendors review our Corporate Compliance Plan and Code of Conduct.

Each new vendor is screened through the Office of the Inspector General's and General Services Administration's databases Sanctioned Providers, prior to doing business with BCH. BCH will NOT conduct any business with any person excluded or sanctioned from participating in Medicare, Medicaid, or other federally funded programs. Everyone who does business with BCH deserves to be treated honestly and fairly.

Dress and Personal Appearance:

All vendors/hospital liaisons should present a clean, neat professional, business-like image while conducting business at BCH and any of its affiliates. Vendors are expected to dress in a manner that is normally acceptable in business establishments and professional practice settings. The hospital requests that you dress appropriately since our patients as well as our visitors may be under the impression that you are a hospital employee/representative. In general, jeans of any color, style, or fabric, tank tops, halter tops, non-collared tee shirts, low-cut garments, see-through clothing, miniskirts, or any other suggestive clothing, casual footwear such as flip-flops or other beachwear is not appropriate.

Privacy, Security and Confidentiality Program:

At BCH, we pride ourselves on respecting the privacy of our patients. We are committed to protecting our patient's personal health information and complying with federal and state privacy and security regulations including, but not limited to, the Health Insurance Portability and Accountability Act of 1996 (HIPAA), and the HITECH Act. In order to comply with these regulations, we also require that our vendors also maintain the highest level of privacy, security and confidentiality and require that all vendors review our privacy and confidentiality policy and acknowledge adherence

False Claims:

BCH must ensure that all employees, including management, and any contractors or agents doing business on behalf of BCH are educated regarding the federal and state false claims statutes and the role of such laws in preventing and detecting fraud, waste and abuse in federal health care programs. One of the primary purposes of false claims laws is to combat fraud and abuse in government health care programs. False claims laws do this by making it possible for the government to bring civil actions to recover damages and penalties when healthcare providers submit false claims.

BCH takes issues regarding false claims and fraud and abuse seriously, and encourages all vendors, contractors or agents of BCH to be aware of the laws regarding fraud and abuse and false claims and to identify and resolve any issues immediately. Issues are resolved fastest and most effectively when given prompt attention. BCH therefore, encourages vendors, contractors or agents to report their concerns.

Document Attributes

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