

Vendor Visitation and Interaction Policy

Category: Support Services	Effective Date: Apr 4, 2016
Sub-Category: Materials Management	Last Revised Date: Apr 4, 2016
Approved By: Wagner, Jeff J.	Last Reviewed Date: Apr 4, 2016
Owner: Wagner, Jeff J.	

Applicability

MidMichigan Health and all its wholly owned subsidiaries

Purpose

Vendors that conduct business at or with MidMichigan Health (MidMichigan) and its subsidiaries will do so in accordance with MidMichigan policy guidelines. Physicians, faculty, students, and staff of MidMichigan shall interact with vendors in a manner that meets ethical standards, protects patient confidentiality, does not interfere with the process of patient care, and encourages the appropriate, efficient and cost effective use of equipment, supplies, and pharmaceuticals within MidMichigan. This policy shall be formulated and enforced by the Supply Chain Council (SCC). It is the responsibility of all staff to monitor and assure that vendors are compliant with these guidelines.

- To establish regulations for vendors doing business at MidMichigan
- To provide guidelines for physicians, faculty and staff when interacting with vendors
- To assure appropriate identification of all vendors visiting MidMichigan
- To minimize interruption of patient care and staff productivity
- To improve the security of our patients, staff and property
- To ensure that all vendor contacts are consistent with the MidMichigan patient care, academic and research missions
- To specify a mechanism to enforce this policy

Policy

Faculty and staff are expected to uphold the highest ethical standards in interactions with all vendors. Each member of the faculty and staff is responsible for reporting violations of this policy to the Manager of Contracts (989-839-3290) or contact the MidMichigan Compliance Office in accordance with MidMichigan’s Corporate Compliance - Overview and Reporting policy.

ACTIONS

	Responsible Party/Action
General	<ol style="list-style-type: none"> 1. Each facility at MidMichigan will have a designated check-in area for vendors. The check-in function may be performed by a person for whom this is their sole responsibility, or it may be incorporated into the existing responsibilities of an employee. Vendors are only permitted to visit by appointment. 2. All vendors are required to be registered in the 3rd party vendor credentialing system and check-in at the designated area and receive an ID badge before proceeding to a department. 3. Vendors who show up at departments without checking in at the designated area and without valid identification will be asked to leave the facility, or return to the designated area to check-in and receive proper identification. 4. If a vendor does not adhere to this policy, MidMichigan Contracts and Procurement will take action as appropriate, such as requesting a replacement vendor or limiting new business with MidMichigan. 5. MidMichigan reserves the right to limit the number of vendors that any single company has visiting MidMichigan facilities.
Pre-Visit	<ol style="list-style-type: none"> 1. Vendors must schedule an appointment with individuals or departments prior to being allowed to visit. 2. The departments will be responsible for notifying the vendor of the check-in policy and giving them specific directions as to where to check-in. <p>Pharmacy Specific</p> <ul style="list-style-type: none"> • All new pharmaceutical vendors who call on MidMichigan facilities must also report to the Department of Pharmacy Services prior to their initial visit. The vendor must provide contact information for himself/herself as well as his/her supervisor. The Department of Pharmacy Services will provide the vendor with the pertinent MidMichigan policies and guidelines and they will be required to sign a statement confirming that they have received, reviewed, and agree to comply with the policies and guidelines.

<p>Day of Appointment</p>	<ol style="list-style-type: none"> 1. At check in, the vendor must register by signing in the 3rd party vendor credentialing system in place at that time. Check in may be done remotely. 2. The vendor will be issued a specific ID identifying them as a vendor. This ID will be temporary, valid for one appointment only. Vendors are to wear the ID badge clearly displayed at all times while in MidMichigan facilities. 3. Vendors may only visit those departments and personnel when there is a prearranged appointment.
<p>Access</p>	<ol style="list-style-type: none"> 1. Vendors are restricted in access to: physicians' offices, contracts office, department offices, pharmacy administrative and materials management offices (all by appointment only), conference rooms (by invitation only), and public areas. 2. Under most circumstances, vendors are prohibited from entering patient care areas within the hospitals and health centers including the: Emergency Department, the Operating Rooms, Medical Procedures Unit, patient care units, outpatient clinics, clinic staff rooms, waiting rooms, and hallways, Pharmacy dispensing areas and the Materials Management storerooms. An exception to this is a situation in which a vendor is required for training on new equipment or devices already purchased by MidMichigan, setting up such equipment, or similar activities associated with a contractually agreed to business purpose associated with new technology or devices. These cases must be approved by the appropriate director/chair/division or service chief and are subject to the confidentiality protections in the contract language and the Business Associate Agreement. 3. Vendors are not permitted in the physicians or staff lounges. 4. Vendors are prohibited from attending any conference where patient specific information or quality assurance activities are being discussed (see confidentiality). 5. Vendors shall only use elevators designed for visitor use. 6. Vendors may not use the MidMichigan paging systems to contact physicians, faculty or staff unless specifically requested by the faculty or staff member. 7. Vendors are not to place (or ask staff to place) information in mailboxes of any MidMichigan faculty or staff unless specifically requested by the individual faculty or staff.
<p>Food and Beverages</p>	<p>Food or drink may not be provided directly by vendors.</p>

<p>Business Travel</p>	<p>Business travel and expenses shall be paid for by MidMichigan in most instances. Training/education seminars are not to be paid for by vendors without authorization from the line officer (President or Vice President) in consultation with the Corporate Compliance Officer. However, if the training/education is related to the purchase of a product/service/project, the cost of travel for site visits and/or training is to be included in the total cost analysis and the purchase price shall be negotiated based on a complete understanding of total cost. Tuition in these instances may be part of the Purchase Order.</p>
<p>Displays</p>	<ol style="list-style-type: none"> 1. Vendors are not permitted to display products or product information within MidMichigan. 2. Displays may be allowed during approved Educational events in conjunction with formal externally directed CME courses sponsored in conjunction with the MidMichigan Continuing Medical Education Services, approved research symposia or other specifically approved events if: 1) the course director or member in charge of the activity approves having commercial displays, 2) procedures and displays are consistent with national policies endorsed by MidMichigan concerning conflict of interest (e.g., Accreditation Council for CME Standards for Commercial Support)
<p>Promotional Activities</p>	<ol style="list-style-type: none"> 1. Cash or other incentive programs are strictly prohibited at MidMichigan. 2. No personal gifts of any kind from vendors to physicians, faculty or staff are permitted. 3. No travel expenses shall be paid for by vendors 4. Vendors are not permitted to distribute, post, or leave any type of printed or handwritten material, advertisements, signs or other such promotional materials anywhere on MidMichigan premises. Unsolicited materials may not be provided to clinicians; any promotional or informational material provided by a vendor must be explicitly requested by faculty or staff. 5. Distribution of vendor patient educational material that may be useful to our patients should be left at the appropriate department. Either the department or a patient education oversight committee (if applicable) must review all educational information before it is distributed to patients or families. Vendors are strictly prohibited from providing educational material of any type directly to patients or from leaving them in areas accessible to patients. 6. Only pricing/cost information which has been approved by MidMichigan Contracts and Procurement may be discussed with clinicians. Absolutely, no contracts may be presented to clinical staff; all contracts must be routed through Contracts and Procurement. 7. Raffles, lotteries, or contests which provide the winner with

	<p>gifts of any value are not permitted</p> <p>8. Promotion of drugs against MidMichigan restrictions, drug utilization guidelines, or clinical guidelines/initiatives is prohibited. Non-formulary drugs or drugs not on the MidMichigan Preferred Drug List may only be discussed if the pharmaceutical vendor fully discloses this status to the MidMichigan physician or staff member. Pharmaceutical vendors who do discuss such agents without an appropriate disclosure will be immediately suspended from visiting MidMichigan sites pending review of the event.</p> <p>9. Pre-printed prescription pads may not be distributed by pharmaceutical sales representatives.</p>
Samples	<p>Medication samples are controlled by MidMichigan Policy 6.16.10 attached as Exhibit A. All product samples must route through the appropriate Value Analysis Team.</p>
Educational Programs	<p>1. Vendors shall not sponsor any educational programs without approval by the Department Director, Department Chair, Division Director, Section Chief, Service Chief or Residency Program Director. In all cases, the selection of speakers and assurance of the educational integrity of the program is the responsibility of the responsible MidMichigan faculty member or program chair. While the support of vendors for educational programs may be acknowledged, vendors must not speak or present information in conjunction with education program time. Further, there can be no activities to promote or market specific products in conjunction with educational time.</p> <p>2. Vendors shall not attend programs intended specifically for medical students, physicians, faculty or staff without prior permission of the responsible party. Even if permission to attend is granted, Vendors are not permitted to speak, nor to promote or market products at these programs.</p> <p>3. Vendors shall not attend programs in which specific patients are identified or when quality assurance or risk management issues are presented.</p>
Gifts	<p>1. No personal gifts of any kind from vendors to faculty or staff are permitted.</p> <p>2. Textbooks and items of educational value may be provided to the institution if approved by the department chair/director and if consistent with MidMichigan policies. Vendor representatives may not give to individuals or the institution any promotional gifts (such as pens, pads, etc.) featuring product names. All gifts to the institution must be consistent with MidMichigan policies concerning conflicts of interest which are modeled after the AMA Ethical Opinion on Gifts to Physicians, including the following:</p> <p>a. Charitable Gift and Acceptance Guidelines and Policy 7.3.20 – describes the process by which charitable gifts may be made to</p>

	<p>MidMichigan or its subsidiaries.</p> <p>b. Commercial Support for Continuing Medical Education endorses the Standards of Commercial Support of the Accreditation Council for CME, as well as the Policy & Procedure Manual (A Guide to the Accreditation Process) from the Michigan State Medical Society, which address institutional responsibility, handling of funds, reasonableness of payments, disclosure, and other issues.</p>
Confidentiality	<p>Vendors shall <u>not</u> attend programs in which specific patients are discussed or when quality assurance or risk management issues are presented.</p>
Responsibility	<p>Departments and Staff All MidMichigan departments and staff are responsible for assuring that vendors interacting with our organization comply with this policy. Non-compliant vendors are to be immediately reported to the Manager of Contracts and Procurement (989-839-3290) or the Compliance Office.</p> <p>Security Security may, at any time, request to inspect a vendor's identification badge. Vendors without proper identification badges will be escorted to the appropriate vendor check in area. Uncooperative vendors or those in violation of MidMichigan policies may be escorted off the premises.</p>
Compliance	<ol style="list-style-type: none"> 1. The Manager of Contracts shall thoroughly investigate any reported violations of this policy. 2. Vendors who fail to comply with MidMichigan requirements are subject to losing their business privileges at MidMichigan. MidMichigan reserves the right to restrict the representative and the company they represent from MidMichigan property. 3. The Manager of Contracts will determine the appropriate disciplinary action in conjunction with the appropriate parties such as the departmental directors and/or chairs of the Pharmacy & Therapeutics Committees. 4. MidMichigan physicians and staff found not to be in compliance or supportive of this policy will be reported to their supervisor for action. Depending on the severity of the situation, discipline up to and including discharge may be warranted in accordance with Corrective Action-Rules of Conduct and Disciplinary Policy 5.2.9. 5. The Manager of Contracts will report all disciplinary action to the Compliance Office, the Operations Committee and the VPs/Directors over: Security, Pharmacy and Materials Management.

Subsidiary Addendum

Not Applicable

Definitions

- **Vendor** - any representative of a manufacturer or company who visits or is communicating with MidMichigan for the purpose of soliciting, marketing, or distributing information regarding the use of medications, products, equipment and services.
- **MidMichigan Physicians, Faculty and Staff** - for the purposes of this policy, any reference to faculty and staff also includes all health care providers, students, volunteers and persons hired by MidMichigan to perform work at or on MidMichigan's behalf.
- **MidMichigan Preferred Drug List (PDL)** - the list of MidMichigan preferred drugs as established by the Pharmacy & Therapeutics Committee.
- **Hospital and Health System Sites** - the buildings used by MidMichigan for inpatient or outpatient care, including all MidMichigan Medical Centers, all MidMichigan Medical Offices, and any other MidMichigan owned or operated site at which clinical care is delivered.

References

1. Council on Ethical and Judicial Affairs of the American Medical Association, Gifts to Physicians from Industry. JAMA 1991; 265:501.
2. Council on Ethical and Judicial Affairs of the American Medical Association, Report on Gifts to Physicians from Industry (Report G, 1-90), Chicago, IL: American Medical Association, 1990
3. Council on Ethical and Judicial Affairs of the American Medical Association, Annotated Guidelines on Gifts to Physicians from Industry, Chicago, IL: American Medical Association, 1991
4. Gifts to physicians from industry: Opinion 8.061, Chicago, IL: American Medical Association, 1998
5. Clarification of gifts to physicians from industry, Addendum II, Opinion 8.061, Chicago, IL: American Medical Association, 2000
6. Zarowitz BJ, Muma B, Coggan P, Davis G, Barkley GL. Managing the pharmaceutical industry-health system interface. Ann Pharmacother 2001; 35:1661-8.
7. Coyle SI, for the Ethics and Human Rights Committee, American College of Physicians-American Society of Internal Medicine. Physician-industry relations. Part 1: Individual physicians. Ann Intern Med 2002; 136:369-402.
8. Coyle SI, for the Ethics and Human Rights Committee, American College of Physicians-American Society of Internal Medicine. Physician-industry relations. Part 2: Organizational issues. Ann Intern Med 2002; 136:403-406.
9. PhRMA Code on interactions with healthcare professionals. www.PhRMA.org

Significantly reproduced from the UMHS Policy.

EXHIBITS

Exhibit A: MidMichigan Health's Policy found under the (Sample Medication Policy) Physician Enterprise category

Disclaimer

Employees covered under a bargaining agreement will be subject to the terms of that agreement.

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