



Methodist • Lutheran • Blank

August 25, 2010

Attention all Vendor Business Partners:

Iowa Health-Des Moines is appreciative of the interest your company has shown in our business. Please take a few moments to familiarize yourself with our vendor policies.

1. **Upon arrival to any of the IH-DM hospitals, all sales representatives (except construction, maintenance, furniture, and property accessory vendors) must first log in to the designated REPTRax computer kiosk at each facility:**
 - **Methodist & Blank**: Southeast elevators to 5th floor by Integrated Service Dept.
 - **Lutheran**: Level A by West entrance and Pharmacy.
 - **Methodist West**: First floor West side entrance.

2. **IH-DM requires only scheduled appointments for each department visit. Staff will be monitoring and reporting back to REPTRax the vendor and appointment activity.**
 - No cold-calling or unauthorized sales demonstrations will be permitted.

3. **REPTRax computer kiosk will issue a dated vendor pass that the vendor must wear at all times when in each hospital.** The pass will state the vendor's name, company name, destination, date of visit, time, and photo.

4. Vendors must use their cell phones when making calls to outside entities. To guard against the risk of electromagnetic interference, cell phones must not be used within three feet of any medical equipment that is being used for either patient care or monitoring. Two-way radio use is prohibited within 25 feet of medical equipment. (IH-DM policy EC #19)

5. **Vendors are to respect patient and staff confidentiality at all times.** Vendors are not permitted to access identifiable patient information unless access to this information is necessary (equipment troubleshooting, regulatory, etc.) and only upon approval of the IH-DM supervisor or

manager. Questions pertaining to patient confidentiality should be directed to either the Director of Corporate Compliance (241-6039) or the HIPAA Security Officer (241-8377.)

6. Vendors are to abide by all IH-DM and departmental policies when in all facilities.
 - **A copy of all bids, quotations, contracts, special prices, etc. must be submitted to the buyer in IHS system procurement regardless of whom they were requested by.**
 - **No equipment for trial, loan, or any other purpose is authorized to enter these premises without prior approval, Bio Med review and a purchase order number from a buyer in system procurement.**
 - **IH-DM has a formal Value Analysis process and teams to evaluate and approve all new products and equipment. Vendors will NOT leave new products, equipment or samples with any IH-DM personnel for evaluation unless approved by Value Analysis team. Start by contacting buyer in system procurement for value analysis process direction.**
 - **Additional requirements must be met for those representatives conducting business in the Operating Room and/or Clean Core. Read and follow our policy for non-inventory instruments and implants in OR and Clean Core.**
7. **Upon completion of your appointment, every vendor business partner must return to the designated REPTrax computer kiosk to log out.**
8. Vendors must not display or use tobacco products on IH-DM property.
9. **Vendors who violate IH-DM provisions will be denied business access.**
 - Violation of any of the vendor policy items will result in the following:
 - **First Violation** – Verbal or written warning from personnel.
 - **Second Violation** – Written warning letter to representative's company and forfeiture of site IH-DM visit privileges for eight weeks.
 - **Third Violation** – The representative will not be allowed to conduct business on all IH-DM campuses for one year and a letter will be sent to the representative's company requesting alternative representation.

If you need any answers to questions or issues related to these policies, please do not hesitate to contact Supply Chain Management at (515) 241-6996.