

# University Hospital Vendor Guide

## TO OUR PRESENT AND POTENTIAL SUPPLIERS

The purpose of this Vendor Guide is to facilitate a clear understanding of the SUNY Upstate Medical University, University Hospital's (UH) expectations for vendors. These guidelines ensure that vendor contacts and relationships support the service, teaching and research mission of UH, and maintain the highest professional and ethical vendor relations. Our policy is to provide reasonable access to program compliant vendors visiting UH.

UH is proud of our accomplishments in patient care and recognizes that our suppliers have significantly contributed to this success. Working in conjunction with our vendors, UH seeks mutually beneficial improvement to our services.

We hope that this Vendor Guide will help encourage the broadest participation in our vendor policies.

### GENERAL VENDOR RESPONSIBILITIES, REGARDLESS OF CATEGORY:

- All vendors will use the Main Lobby Public Phone only. Public Phones on the patient care floors and floor waiting rooms are for families and friends of patients.
- All vendors must wear a company issued photo identification badge, during the entire visit to University Hospital, which clearly identifies the representative and their corporation.
- On the day of a visit vendors must report to the information desk in the lobby, provide identification, and obtain a vendor visitor pass. The pass must be worn at all times within the Hospital. At conclusion of visit vendor must complete the automated checkout process at the Information Desk and return the pass.
- Vendors on premise providing service to UH in Categories 2, 3, and 4, may not use their scheduled time in the institution for other activities, i.e. detailing, soliciting or visiting.
- All vendors shall park in visitor-identified lots other than E-lot. (This excludes patient transportation and daily delivery/pickup categories).

### VENDOR CATEGORIES

1. Sales Representatives
2. Contracted Services and Maintenance
3. Daily Delivery/Pick-up/Transport
4. On-Going Required Vendor/Agency Service

#### SALES REPRESENTATIVE:

Sales calls, product introduction, in-service offering and/or product evaluation, any vendor visit that pertains to soliciting new products, equipment, or services, requires a pre-registered appointment of at least 24 hours in advance. "Cold calls" are not allowed. Educational or in-service programs being presented or supported by vendor representatives must have the prior approval of the department sponsoring the presentation and are subject to the same requirements as all other appointments. All vendors in this category must complete the Vendor Orientation Program and will be required to review and sign, "Vendor Responsibilities for Conducting Business at University Hospital, Upstate Medical University." This orientation will take place in the Hospital Purchasing Department located at UH Purchasing Distribution Center, in Liverpool.

#### CONTRACTED SERVICES AND MAINTENANCE:

Frequent or long term visits for equipment inspection/operation, repairs/maintenance, and construction, trouble shooting or technical support, are requested and scheduled by department. If the visit is during normal business hours (M-F, 8AM-4PM), the vendor must report to the scheduling department prior to beginning work. However, if the visit is for work performed after normal business hours, the vendor must sign in with Public Safety.

### **DAILY DELIVERY/PICK-UP/TRANSPORT:**

All vendors or vendor representatives who provide daily or frequent deliveries or pick-up within the institution, i.e. courier services, patient transport, are to make arrangements with the department involved. Vendors called to make deliveries or pick-ups after hours should report to Public Safety for direction.

#### **1. ON GOING REQUIRED VENDOR/AGENCY SERVICE:**

- A. Patient Service Representatives are vendor/agency staff members who come to the hospital to provide patients with education about services or equipment use after discharge.
- B. Vendor or agency representatives who provide consulting work or services may include, technical support, inventory management, delivery and set up of specialty products (beds).
- C. See department specific policy with regard to procedure for provision of patient care services. Any vendor service involving direct patient contact will require involvement of hospital clinical staff.

### **VENDOR ORIENTATION**

All vendor sales representatives (Category 1) for products, equipment, and services must be registered with Hospital Purchasing prior to conducting business at UH. All vendors will be required to complete the Vendor Orientation Program and review and sign, "Vendor Responsibilities for Conducting Business at University Hospital, Upstate Medical University."

Categories 2 and 4 may be issued a more permanent badge/ID, as determined by department and/or Hospital Purchasing.

### **NEW PRODUCTS**

Vendors may leave product samples with UH departments and/or committees, including VAPOR, upon scheduled visits. If a department would like to evaluate products brought in by vendor representatives, they must contact the Value Analysis Program coordinator or the Purchasing Department.

### **NEW EQUIPMENT**

If a department wants to trial new equipment the Vendor must complete and sign the "Vendor Release" form prior to delivery of equipment to UH. This form must be filed with the Hospital Purchasing Department before delivery of equipment is made.

### **MISCELLANEOUS**

- Only new products approved utilizing the Value Analysis Program may be purchased using hospital funds.
- Purchase commitments and/or contract signature for UH may only be made by the Hospital Purchasing Department.
- UH employees cannot disclose current product pricing or usage to vendors. This information is confidential.
- Attendance at Hospital Meetings or Presentations  
Educational or in-service programs being presented or supported by vendor representatives must have the prior approval of the department sponsoring the presentation. The department and/or staff member must make the vendor representative aware of UH's policy concerning vendor access.
- Vendor groups participating in such presentations must include at least one vendor representative who has completed the Vendor Orientation Program.
- Supplemental vendor policies for specific departments may be found in their Department Policy and Procedure Manual.

### **VIOLATION OF POLICIES**

All vendors are required to comply with this policy. The Public Safety Department will manage incidents in which vendor representatives are found on UH premises without the appropriate authorization.

### **QUESTIONS**

Vendors should contact Hospital Purchasing at 315-464-6039 with any questions regarding this policy.