

VENDOR ACCESS AND CONDUCT POLICY

PURPOSE

The purpose of this policy is to:

- Establish The University of Texas MD Anderson Cancer Center's (MD Anderson) expectations with respect to Vendor Representatives' requirements, ethics, and MD Anderson expectations;
- Certify Vendors are compliant and credentialed within MD Anderson; and
- Define the appropriate channels for access to MD Anderson facilities and the expectations of appropriate requirements for Vendor Representatives while on MD Anderson premises.

POLICY STATEMENT

It is the policy of MD Anderson to ensure operational excellence by requiring its Vendors to uphold certain standards of conduct and ethics. Vendors must adhere to certain restrictions regarding Vendor access to the institution's facilities. MD Anderson has established these standards of conduct to ensure compliance with applicable laws, regulations, policies, and procedures and to protect the safety of patients, visitors, and employees. In addition, each department manages a Rules of Conduct which outlines departmental policies and procedures regarding Vendor visits.

SCOPE

This policy applies to (1) all MD Anderson workforce members, (2) all MD Anderson facilities and entities, and (3) all Vendors and their representatives who solicit business from MD Anderson or MD Anderson workforce members. All MD Anderson workforce members are expected to adhere to this policy when interacting with Vendors.

TARGET AUDIENCE

The target audience for this policy includes, but is not limited to, all MD Anderson workforce members as well as all Vendors and their representatives who solicit business from MD Anderson or MD Anderson workforce members.

STRATEGIC VISION

Strategic Goal 1: Patient Care

Enhance the quality and value of our patient care throughout the cancer care cycle.

Strategic Goal 6: Collaboration

Enhance and disseminate our knowledge in all mission areas through collaborative and productive relationships locally, nationally, and worldwide.

Strategic Goal 7: Resources

Safeguard and enhance our resources.

DEFINITIONS

Clinical Representatives: Vendors who wish to receive access to procedural/clinical areas are designated as Clinical Representatives. These vendors are designated as those who access clinical areas and/or will come into contact with workforce members involved in direct patient care.

Contractor: Any organization or individual who is contracted with MD Anderson to perform a service at any building of MD Anderson Cancer Center for any period of time. Those identified as “Contractors” must follow the appropriate Human Resources procedure for obtaining a “Contractor” badge.

Procedural Area: Areas in which there is contact or potential contact with patients or medical/surgical facilities.

Registered Vendor: A vendor registered with Vendormate and approved for access to MD Anderson facilities.

Vendor: Any organization or individual, whether a sole proprietor, partner, agent, employee, or representative of any organization that provides, attempts to provide, or is willing to provide goods, equipment, or services of any type to MD Anderson, including, but not limited to, any staff or technical assistants, regardless of the organization’s or individual’s expectation of compensation for such goods, equipment, or services.

Vendor Representative: An individual employed or representing any organization that provides, attempts to provide, or is willing to provide goods, equipment, or services of any type to MD Anderson, including, but not limited to, any staff or technical assistants, regardless of the organization’s or individual’s expectation of compensation for such goods, equipment, or services. Vendor Representatives are not those individuals identified as Contractors. Any Vendor Representative known to have a Contractor badge may be asked to surrender it upon request.

Vendormate: The vendor credentialing solution contracted with MD Anderson to capture, credential, and monitor existing and potential vendors.

PROCEDURE

1.0 Accountability**1.1 Supply Chain Management**

The Associate Vice President, Supply Chain Management will manage and maintain the MD Anderson Vendor Access Program. This program is designed to inform Vendor Representatives of MD Anderson expectations and to gather pertinent business information about each Vendor and the company he/she represents. Supply Chain Management is specifically responsible for:

- A. Vendormate Contract and Relationship.
- B. Communicating policy and requirement updates to Vendormate.
- C. Departmental Implementation and Training.

1.2 Individual Departments

MD Anderson departments should, as deemed appropriate, build upon and enhance Vendor control policies tailored to meet the individual needs of the respective department.

It is the responsibility of each department which allows Vendors to access their respective area to ensure that the following procedures are followed:

- A. Vendor Registration.
- B. Check-in.
- C. Badging.
- D. Check-out.
- E. Incident Reporting.
- F. Training on department specific policies and guidelines.

1.3 Individual Employees

It is the responsibility of all MD Anderson workforce members to understand and enforce the contents of this policy.

Violation of these guidelines may result in disciplinary action for all employees involved, up to and including termination.

1.4 Vendor

All Vendors are required to follow this policy, as well as any additional policies and guidelines per the respective department in which they wish to obtain access.

Vendors wishing to do business with MD Anderson must undergo background checks and health screenings for each Vendor Representative who visits the campus. Tailgating or Piggybacking where unregistered persons accompany those who are registered is strictly prohibited. Vendors must comply with applicable MD Anderson confidentiality and premises policies and procedures.

1.5 University of Texas Police Department (UTPD)

UTPD may request to inspect a Vendor's identification badge. UTPD may take effective action against all Vendors if they (1) fail to register with Vendormate, (2) fail to schedule appointments before appearing on MD Anderson premises, (3) fail to wear a Vendor identification badge at all times, or (4) otherwise violate this Vendor Access and Conduct Policy.

2.0 Vendor Policy

- 2.1 It shall be the practice of all MD Anderson workforce members to interact with Vendors in a fair, honest, and courteous manner. Likewise, Vendor Representatives are expected to respect and comply with MD Anderson guidelines governing their conduct.
- 2.2 The presentation of products and services by Vendor Representatives at an MD Anderson facility is a privilege, not a right.
- 2.3 The need to safeguard MD Anderson patients' rights to privacy and confidentiality, as defined by the Health Insurance Portability and Accountability Act (HIPAA), and to preserve the integrity of the environment of care for caregivers and all employees, requires MD Anderson to construct and enforce reasonable guidelines for appropriate Vendor access and behavior.

3.0 Procedures/Guidelines/Expectations

All Vendors must adhere to the following steps to obtain Non-Clinical access to MD Anderson:

- 3.1 To obtain access to an MD Anderson Facility or employee for business purposes, all Vendors must first complete the Vendormate Registration Process that will be accessed through the Vendormate website: <https://mdanderson.vendormate.com> and complete the appropriate orientation and testing requirements before scheduling appointments.
- 3.2 A Registration application will be confirmed by Vendormate and published to the Vendor profile within Vendormate.
- 3.3 The Vendor must read, acknowledge, and become knowledgeable of all MD Anderson Vendor-related policies and guidelines prior to scheduling his/her first appointment in an MD Anderson facility. Those policies include, but are not limited to, the MD Anderson [Vendor Access and Conduct Policy \(UTMDACC Institutional Policy # ADM1128\)](#), Vendor Orientation, and the receiving department's Rules of Conduct. Vendors will select the acknowledgment indicating an understanding of MD Anderson's Vendor expectations and agree to comply with the guidelines, as discussed.
- 3.4 A Vendor may obtain access to an MD Anderson facility or employee only by invitation or an appointment scheduled in advance. Appointments may only be scheduled for those Vendors who have completed the Vendormate Registration Process. Appointments will be scheduled based on the operational needs of the respective departments. Completing the Vendormate Registration Process does not guarantee an appointment with any MD Anderson employee.
- 3.5 Prior to a Vendor's appointment, the Vendor must sign in at the appropriate Department and obtain a Vendor identification badge. Vendors must wear an identification badge at all times while on MD Anderson premises.
- 3.6 At the conclusion of the Vendor's appointment, the Vendor must sign out at the appropriate Department and return the identification badge. The Vendor must also report any product samples or equipment left at the institution that day and the name of the individual who took possession of the samples or equipment.
- 3.7 A Registered Vendor database will be placed on the Vendormate web page via the intranet. This database will be accessible to all MD Anderson workforce members upon written request to Supply Chain Management.
- 3.8 Specific Immunization and Testing must be completed before access is granted.
- 3.9 The MD Anderson Vendor orientation for Clinical Representatives must be completed.

3.10 The Vendor must attend any department-specific training required.

4.0 General Guidelines for Vendor Conduct

While the following list is not all-inclusive, the list does provide some general procedures that Vendors are expected to follow:

- 4.1 There will be no unscheduled calls to MD Anderson facilities. Vendors will make appointments with appropriate staff prior to arriving at MD Anderson facilities.
- 4.2 Appointments should be scheduled between 8:00 a.m. and 4:30 p.m., Monday through Friday. Exceptions may be granted by the Director of the respective department or his/her designated representative.
- 4.3 Vendors should limit their appointments to no more than twenty (20) minutes. If a Vendor requires more than twenty (20) minutes for an appointment, the Vendor should request the additional time when scheduling the appointment. Vendors are required to leave MD Anderson premises at the conclusion of their appointments and may not initiate unscheduled visits with any MD Anderson employees or representatives either before or after a scheduled appointment.
- 4.4 When permission is granted to a Vendor to be on MD Anderson premises, the Vendor is expected to proceed directly to the area of his/her appointment, succinctly conduct their business, and depart the premises.

Vendors are prohibited from offering food, gifts, or other item of value to any MD Anderson workforce members, including attending physicians, while on MD Anderson premises. See the [Ethics Policy \(UTMDACC Institutional Policy # ADM0337\)](#).

- 4.5 Vendor Badging:
Vendors must wear identification badges at all times while on MD Anderson premises.
- 4.6 Vendor Parking:
Vendors must park in general public parking. No Vendor parking is permitted in designated patient, physician, or service areas.
- 4.7 Smoking Policy:
Smoking and the use of smokeless tobacco products are prohibited at any time on property owned or under the control of MD Anderson (inside or outside of buildings).

5.0 Vendor Access to Clinical Areas vs. Non-Clinical Areas

- 5.1 In order for a Vendor to enter any MD Anderson nursing unit, patient room, patient treatment room, clinic, clinical/research laboratory, or operating room, the appropriate MD Anderson workforce member must obtain written approval from the department administrator prior to any patient interaction or observation.
- 5.2 At the discretion of the MD Anderson workforce member involved, Vendors are permitted access to invasive procedure rooms during procedures.

5.3 Authorized MD Anderson staff will accompany Vendors at all times in patient care areas.

5.4 Vendors seeking access to clinical/Procedural Areas must check in at the designated area.

6.0 Radiation Areas

When a Vendor requires access to restricted radiation areas which present potential exposure, it will become the MD Anderson workforce member's responsibility to notify the Radiation Safety Officer (RSO) at Ext. 2-3234. Notification is required prior to entry into the area that contains radioactive material or radiation producing equipment. The RSO may stipulate specific procedures that must be followed in High Risk areas for Vendors to gain access.

7.0 Biological & Chemical Areas

When a Vendor requires access to restricted biological and chemical areas which present potential exposure, it will become the MD Anderson workforce member's responsibility to notify the Biological & Chemical Section of Environmental Health and Safety at Ext. 2-2888. Notification is required prior to entry into the area that contains biological and chemical material. The Biological & Chemical Section's representative may stipulate procedures that must be followed in High Risk areas for Vendor to gain access.

8.0 Product Displays, Loaner/Demonstration Equipment

8.1 Product displays may be permitted around MD Anderson conference rooms and other non-patient care locations upon approval of the Facilities Services Manager responsible for overseeing the use of MD Anderson's public spaces, who will consult with other departments involved with the product displays as necessary (e.g., Continuing Medical Education or Supply Chain Management). At the end of the time permitted for the display, the Vendor must remove all product samples and related materials from the area. For additional policies and procedures regarding distribution of medication samples, refer to the Department's Rules of Conduct for Medical Service Representatives and [Public and Retail Space Use Policy \(UTMDACC Institutional Policy ADM0234\)](#).

8.2 Vendors are responsible for ensuring that the appropriate Sourcing and Contract personnel are aware of, and have approved the Product Trial Agreement for the purpose furnishing any and all evaluation products to MD Anderson. All products new to the institution shall be vetted through the respective MD Anderson Value Analysis Team or MUE Committee.

8.3 Drug information materials (e.g., formulary kits, literature updates) are to be provided to the Division of Pharmacy. While it is permissible to provide one-on-one information on new products to the medical and pharmacy staffs, the distribution of information for any product is not listed in the MD Anderson formulary is prohibited.

8.4 Medications are added or removed from the *Formulary* of the institution through action of the Pharmacy and Therapeutics Committee. Staff physicians may request that a new product be considered for *Formulary* addition. The Division of Pharmacy provides information on new agents for consideration by the Pharmacy and Therapeutics Committee.

8.5 Products brought on site for loan or assessment purposes must be approved by the respective approval agency (e.g., the Food and Drug Administration or Underwriters Laboratory).

8.6 When equipment will be loaned or demonstrated by a Vendor, the Vendor must complete and sign a Product Trial Agreement before delivering such equipment to MD Anderson. Products brought into the facility and used without the prior approval of the respective departmental

management are considered items donated to MD Anderson, and Vendor invoices for such items will be rejected.

- 8.7 The Biomedical Services Department must inspect and approve all electronic medical equipment before such equipment is demonstrated to, distributed to, or used by any MD Anderson department. Upon successful testing and inspection, the Biomedical Services Department will place a red inspection sticker on the equipment. Equipment entering any operating room more than once must be inspected by Biomedical Services each time.
- 8.8 Appropriate training must be provided to or obtained by MD Anderson workforce members prior to their using the equipment brought in by Vendors for loan or assessment. Training must be documented according to individual departmental guidelines.
- 8.9 In accordance with the Product Trial Agreement, Vendors providing any equipment for purposes of a loan or an assessment are responsible for removing the equipment after the loan or assessment is complete and must pay any return shipping charges.
- 8.10 MD Anderson is not responsible for any equipment left on site for more than twenty (20) days after completion of the loan or assessment period.
- 8.11 Vendor must notify the Biomedical Services Department when removing from MD Anderson premises the equipment that was the subject of a loan or an assessment.
- 8.12 MD Anderson is not responsible for any damage to loaner equipment. Title of equipment remains with Seller during entire loan period. All loaner equipment is free of charge for use. Seller is responsible for all shipping, handling, training, set-up, and any other fees involved.

9.0 Violation of Vendor Policies

- 9.1 Penalty for Non-compliance:

When Vendor conduct does not comply with MD Anderson guidelines, a Vendor's privilege to access all MD Anderson facilities may be terminated. In such cases, the respective "business owner" (i.e., the applicable Department Director) should work in collaboration with the AVP, Supply Chain Management or his/her designee to restrict Vendor access.

- 9.2 Violations of this Vendor Access and Control Policy will have the following consequences, as appropriate:
 - A. MD Anderson may request the Vendor to assign a different Vendor Representative to conduct business with the institution.
 - B. MD Anderson may deny further access to MD Anderson facilities by any representative of such Vendor and remove the Vendor from the institution's list of Registered Vendors. Once access has been denied due to policy violations, a Vendor may be reinstated as a Registered Vendor only by submitting a written petition for reinstatement to the Associate Vice President, Supply Chain Management, as applicable.
 - C. For repeated violations, MD Anderson may elect to terminate any existing contract with the Vendor according to the contract's terms.
 - D. Violation of these guidelines may result in disciplinary action for the workforce member(s) involved, up to and including termination.

ATTACHMENTS / LINKS

<https://mdanderson.vendormate.com>

[MD Anderson vendor orientation.](#)

[Product Trial Agreement.](#)

RELATED POLICIES

[Ethics Policy \(UTMDACC Institutional Policy # ADM0337\).](#)

[Public and Retail Space Use Policy \(UTMDACC Institutional Policy # ADM0234\).](#)

JOINT COMMISSION STANDARDS / NATIONAL PATIENT SAFETY GOALS

None.

OTHER RELATED ACCREDITATION / REGULATORY STANDARDS

None.

REFERENCES

None.

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