

## **SUPPLIER VISITATION REQUIREMENTS**

Access to Kaiser Permanente Medical Care facilities, by salespersons and other supplier representatives, is a privilege. Prior to visiting any area within a Kaiser Permanente facility, supplier representatives must adhere to the following:

### **APPOINTMENT REQUIRED**

Supplier representatives must have a scheduled appointment with a specific individual. “Cold calls”—whether in person, by telephone, or e-mail—are not permitted

### **REGISTRATION REQUIRED**

During normal hours, supplier representatives must register with the Materials Management office. During non-business hours, supplier representatives must register with the Security department.

### **ACCESS LIMITATIONS**

Each registration only applies to the date and area specified. It does not authorize visits to other areas. **Supplier representatives are restricted to non-patient care areas.**

### **BADGES RECEIVED AND WORN**

Each supplier representative will be issued a badge that must be worn and visible at all times while in the facility. Supplier representatives must also wear their official company badge. Kaiser Permanente does not issue permanent visitor badges to suppliers.

### **SIGNED ACKNOWLEDGEMENT OF VISITATION POLICY**

Supplier representatives must review and have a signed acknowledgement of the Supplier Representative Visitation Policy on file.

## **PRIVACY AND SECURITY**

Federal and state laws require Kaiser Permanente and our supplier representatives to provide for the privacy and security of member and patient information. Suppliers are responsible for assuring their representatives are knowledgeable about the requirements of the Health Insurance Portability and Accountability Act (HIPAA) privacy and security rules and, where applicable, those state laws and Kaiser Permanente policies that provide for more stringent protection of member/patient identifiable information.

If member/patient identifiable information will be disclosed to a supplier or its representatives or it will have access to such information, Kaiser Permanente may be required to enter into a Business Associate Agreement with the supplier.

### **HEALTH SCREENING**

Prior to entering an Operating Room/Surgery Center, supplier representative shall be in satisfactory health, i.e. free of communicable diseases, having no fever, cough, or runny nose.

### **PRODUCT PROMOTION/SOLICITATION**

Suppliers are prohibited from promoting or soliciting products via electronic transmission (for example, fax, e-mail or voicemail) to Kaiser Permanente physicians or employees.

### **PRODUCT DISPLAY**

Supplier representatives may not display products in public areas of Kaiser Permanente facilities, including lobbies, elevators, cafeterias, or corridors unless approved. Contact the Materials Management office for more information.

## **SAMPLES, EVALUATION EQUIPMENT, AND LOANERS**

All product samples or requests for equipment evaluation must be coordinated through Kaiser Permanente Procurement & Supply or the Materials Management office. Loaner and evaluation equipment must be checked in and clearly tagged with the name of the owner company. Compliance with biomedical safety requirements will be verified and is the financial responsibility of the supplier.

All product samples are furnished at no expense to Kaiser Permanente. A “no charge” purchase order or “evaluation agreement” must be issued for all equipment evaluations.

### **CONTRACTS**

Kaiser Permanente has established contract standards for a wide variety of products and services, and actively supports the use of national contracts. Non-standard products and services in competition with these contract standards may not be promoted unless approved by Kaiser Permanente Procurement & Supply or the Materials Management office.

Only Kaiser Permanente Procurement & Supply or the Materials Management office is authorized to make purchases or complete and sign contracts on behalf of Kaiser Permanente. Supplier representatives should not attempt to have contracts signed by any other Kaiser Permanente employee, physician, or department.

Supplier representatives are prohibited from providing comparative cost information to Kaiser Permanente health care providers, communicating contract-specific information prior to formal announcement, inaccurately representing contract agreement language, terms and conditions, or distributing promotional materials for non-standard equipment and products.

## CONFLICTS OF INTEREST

Conflicts of interest between a supplier and Kaiser Permanente employees or physicians, or the appearance thereof, should be avoided. Kaiser Permanente's policy on conflicts of interest will be strictly enforced.

- **GIFTS AND BUSINESS COURTESIES**

In accordance with the Kaiser Permanente Supplier Representative Visitation Policy, supplier representatives are prohibited from providing gifts, meals, entertainment, cash honoraria or cash equivalents, or other business courtesies to Kaiser Permanente employees or physicians.

- **FAMILIES OR HOUSEHOLD MEMBERS**

Kaiser Permanente recognizes there are circumstances where members of the same family or household may work for Kaiser Permanente and a supplier. If this creates an actual or potential conflict of interest, the conflict must be disclosed by the supplier in writing to the Procurement & Supply contract manager.

## CONTROLLING FRAUD

Kaiser Permanente investigates allegations of fraud, waste, or abuse and takes appropriate action including, but not limited to, civil or criminal action.

## SANCTIONS

Kaiser Permanente takes its responsibility to comply with all federal and state laws and regulations, as well as its code of conduct and policies, very seriously. Failure to follow Kaiser Permanente's requirements for supplier representatives may result in revocation of visit privileges for the supplier representative and/or the company. Revocation of privileges in one facility may result in similar sanctions in others, and loss of privileges may be permanent.

One of the following infractions may result in the immediate suspension of privileges:

- Present in off-limits area
- Failure to register with Materials Management prior to visiting any area within a Kaiser Permanente facility
- Failure to comply with Federal HIPAA rules
- Delivery of samples or evaluation equipment without a valid "no charge" purchase order or "evaluation agreement"
- Electronic transmission of promotional materials to Kaiser Permanente health care providers (for example, through use of fax machines, e-mail or voicemail)
- Promotion or detailing of products without proper authorization
- Providing comparative cost information
- Inaccurately representing contract agreement
- Providing gifts or gratuities

*The Kaiser Permanente Supplier Representative Visitation Policy, Principles of Responsibility, Vendor Code of Conduct, and more are available at [www.kp.org/compliance](http://www.kp.org/compliance). You may also contact the Materials Management office for more information.*



## Doing Business with Kaiser Permanente

Cooperation with these policies will ensure appropriate business and procurement practices, prevent disruption of patient care activities, and protect the privacy and security of our patients and members.