Supplier Representative Visitation Policy

KAISER PERMANENTE®

Dear Supplier Representative,

Welcome to Kaiser Permanente. We appreciate the interest that you have in providing products, services or equipment to our facilities. Kaiser Permanente's National Materials Leadership Team, with representation from all Kaiser Regions, has developed the following visitation policy for Supplier Representatives of medical and non-medical equipment, supplies, and non-provider services. Each Kaiser Permanente Region has a regional specific Supplier Representative Visitation Policy. Your regional Supplier Representative will need to contact the Regional Kaiser Permanente Materials Management department and review and sign the regional specific Supplier Visitation Policy.

This document does not include our policy for pharmaceutical vendor visitation.

CONTACTING HEALTH CARE PROVIDERS
All Supplier Representatives must have a scheduled appointment with a specific individual. Unscheduled visits are not permitted. Regardless of appointment status, all Supplier Representatives must check in prior to proceeding to the individual's office or work area. Cold calls are expressly forbidden.

A list of individuals who do not wish to be called upon will be provided by the Regional Kaiser Permanente Materials Management Department. This list is location specific. Supplier Representatives should not attempt to make appointments with these individuals.

Electronic transmission within Kaiser Permanente facilities by Supplier Representatives, or promotional agencies or individuals acting on behalf of Supplier, is prohibited. Fax machines, electronic mail systems, voicemail systems etc., in our facilities are essential supports for patient care, and may not be used for promotion.

HIPAA
All visitors to Kaiser Permanente facilities must be compliant with Federal Health Insurance Portability and Accountability Act (HIPAA) regulations related to protecting and keeping confidential Protected Health Information (PHI).

All Supplier Representatives who have contact with Health Care Providers must be certified by their company as HIPAA compliant and meet Kaiser Permanente's requirements.

REGISTRATION
All Supplier Representatives must register prior to visiting any area of the medical facility and present certification of health screening.

This registration only applies to the date and area or person specified, and does not provide authorization to visit other areas.

"Cold calls" whether in person or by phone or e-mail are not permitted.

The following information will be requested each visit: Date, Name, Company, equipment/product(s) to be detailed, Name(s) of person(s), department(s) to be visited.

VISITOR BADGES
Upon registration, each Supplier Representative will be provided a "Visitor" badge, which must be worn at all times while in the facility. In addition, representatives must also wear their official company badge during each visit.

RESTRICTED AREAS
Supplier Representative activities are confined to non-patient care areas unless accompanied by a Health Care Provider or department manager. Restricted areas may include:

- All patient areas and nursing floors,
- Ambulatory Surgery Center (ASC), Surgery/Operating Rooms
- Emergency Department
- Physician offices and lounge areas
- Mailroom and copy rooms
- Employee lounges or break rooms
- Supply storage areas
- Central Sterile Processing

HEALTH SCREENING
Prior to entering an Operating Room/Surgery Center, Sales Representative shall be in satisfactory health (i.e. free of communicable diseases, have no fever, cough or runny nose).

FACT SHEET
Supplier Representatives may receive a

Manufacturer's Fact Sheet and be asked to complete and update the sheet as needed.

KAISER PERMANENTE PRODUCT STANDARDIZATION

Kaiser Permanente has established contract standards for products and actively supports the use of National contracts. Non-standard products and services in competition with Kaiser Permanente standards may not be detailed unless approved by the Regional Kaiser Permanente Materials Management Department.

Accompanying medical literature reprints, for such a product, must denote on the literature that the product is non-standard according to Kaiser Permanente. Duplicate copies of sales information must be provided to the Regional Kaiser Permanente Materials Management Department.

Supplier Representatives are prohibited from;

- Providing comparative cost information to Kaiser Permanente Health Care Providers, as Supplier Representatives do not have access to Kaiser Permanente acquisition costs and therefore cannot provide meaningful comparisons between their products and competitive items
- Communicating contract specific information prior to the formal announcement by Kaiser Permanente
- Distributing pens, posters, pamphlets, booklets, and other promotional materials for non-standard equipment and products as defined by Kaiser Permanente
- Inaccurately representing contract agreement language, terms and conditions, etc.
- Completing or participating in the completion of standard equipment and product exception request in any manner.

EVALUATIONS, SAMPLES, AND LOANERS

Product samples will be requested by the Regional Kaiser Permanente Materials Management Department ONLY, and may not be left with any Health Care Provider to be trialed. ALL trial samples and/or equipment evaluations will be requested through the use of a no charge purchase order.

All samples will be at no charge; invoices for samples will not be honored. If payment is expected for a product being left at the facility, a purchase order must be obtained from the Regional Kaiser Permanente Materials Management Department prior to leaving the facility. Trial results will be shared regionally and nationally within Kaiser Permanente.

“Loaner” equipment must be clearly identified and delivered to the facility and contact noted on the purchase order. Equipment must be clearly tagged with the name of the company who owns it. The company loaning the equipment will be responsible for damage and routine repairs, and assume liability for any damages claimed by a patient in connection to its use.

Delivery of loaner equipment to the medical facility must be arranged to allow adequate time for Kaiser Permanente Biomedical Engineering personnel to perform all necessary tests and approve the equipment for use. Removal of loaner equipment is the responsibility of the Supplier. The cost of supplies associated with loaner equipment must be pre-approved by the Regional Kaiser Permanente Materials Management Department. Invoices not pre-approved will not be honored.

Supplier Representative must clearly communicate the status of FDA clearances and other relevant clearances of any product being left at the facility.

PURCHASE ORDERS

Kaiser Permanente makes its commitments using purchase orders. Only the Regional Kaiser Permanente Materials Management Department is authorized to make purchases on behalf of the facility.

DELIVERIES

Deliveries of all supplies and equipment must be made through the Receiving Department unless otherwise instructed by the Regional Kaiser Permanente Materials Management Department. Failure to properly deliver could result in late or non-payment of your invoice.

PRODUCT FAIRS/DISPLAYS
Supplier Representatives are prohibited from displaying their products in public areas, including lobbies, elevators, cafeteria, or corridors until they obtain approval through Materials Management.

CONFLICT OF INTEREST

Kaiser Permanente's policy on conflicts of interest will be strictly enforced. Offers of cash honoraria or cash equivalents gifts or gratuities of any kind to Kaiser Permanente employees are inappropriate and are strictly prohibited. Promotional or advertising items of nominal value is permitted. Sales Representative is required under this policy to identify any Kaiser Permanente employee who requests cash honoraria or cash equivalents.

PROMOTIONAL ACTIVITIES

Advertising, press releases, or any other general public announcement stating the availability of your products at Kaiser Permanente is strictly prohibited.

SANCTIONS
Failure to observe these regulations may result in revocation of visit privileges for the Sales Representative and/or Company. Revocation of privileges in one facility may result in similar sanctions in other facilities. 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 Operating Room Manager or designee prior to entering the Operating Room area
- Entered Operating Room Suite without proper approval
- Entered Operating Room Suite in unsatisfactory health
- Failure to comply with Federal and Kaiser HIPAA regulations
- Delivered evaluation material, samples, equipment without the use of a valid no charge purchase order
- The use of electronic transmission within Kaiser Permanente facilities (i.e. use of Kaiser Permanente fax machines, electronic mail system, voicemail systems, etc.)

Three of the following infractions within a 12-month period may result in immediate suspension of privileges;
- Contacting providers listed as not desiring such contact
- Making unscheduled, drop-in visits
- Failed to register
- Leaving unsolicited materials with facility personnel
- Distributing promotional materials, or detailed or exhibited non-standard products, when not requested by Kaiser Permanente personnel
- Provided comparative product cost information
- Detailed a product without FDA or other relevant clearances

I acknowledge that I have reviewed the Kaiser Permanente Supplier Representative Visitation Policy and will comply with the detailed requirements.

_____
SUPPLIER NAME

_____
SALES REPRESENTATIVE SIGNATURE

_____
DATE