

VENDOR VISITATION REQUIREMENTS

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

APPOINTMENT REQUIRED

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

REGISTRATION REQUIRED

Vendor representatives must register using the credentialing system, or via another process as instructed, prior to each visit.

ACCESS LIMITATIONS

Each registration only applies to the date and area specified. It does not authorize visits to other areas. Vendor representatives are restricted to non-patient care areas unless accompanied by a Kaiser Permanente employee or physician.

BADGES

Vendor representatives will be issued a badge that must always be worn and visible while in the facility. Vendor representatives must also wear their official company badge.

ACKNOWLEDGEMENT OF VISITATION REQUIREMENTS

Vendor representatives must review and agree to comply, electronically or by signature, with Kaiser Permanente’s Vendor Visitation Requirements. <https://supplier.kp.org/requirements-guidelines/site-access-and-visitiation/vendor-visitiation-requirements/>

PRIVACY AND SECURITY

Federal and state laws require Kaiser Permanente and our vendor representatives to maintain the privacy and security of member and patient information. Vendors 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, any state laws or Kaiser Permanente policies that provide more stringent protection of member/patient identifiable information.

If member/patient identifiable information will be disclosed or available to a vendor or its representatives, the vendor may be required to sign a Kaiser Permanente Business Associate Agreement.

HEALTH STATUS

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

PRODUCT PROMOTION/SOLICITATION

Vendors are not permitted to promote or solicit products via electronic transmission (for example, fax, text, e-mail or voicemail) to Kaiser Permanente physicians or employees.

PRODUCT DISPLAY

Vendor representatives may not display products in public areas of Kaiser Permanente facilities, including lobbies, elevators, cafeterias, or corridors unless approved by the appropriate departmental representative (i.e. Lab, Pharmacy, Supply Chain Services, etc.).

SAMPLES, EVALUATION EQUIPMENT, AND LOANERS

All medical product/equipment samples or evaluations must be coordinated through Kaiser Permanente Supply Chain Services, and Clinical Technology (for equipment). Loaner and evaluation equipment must be checked in and clearly tagged with the name of the owner company. For additional information, please refer to the Rules of Engagement for Clinical Product Evaluations posted on Kaiser Permanente’s Vendor website: <https://supplier.kp.org/requirements-guidelines/supply-chain/rules-of-engagement-for-product-evaluation/>

If payment is expected for a sample, evaluation or loaner, an approved purchase order must be obtained from Supply Chain Services prior to product drop off.

MEDICAL PRODUCT STANDARDS

Kaiser Permanente has established national standards for a wide variety of medical devices, equipment and supplies, 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 Supply Chain Services.

Medical device, equipment and supply company representatives should not attempt to have contracts signed without Supply Chain Services authorization.

Vendor 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 vendor and Kaiser Permanente employees or physicians, or the appearance thereof, should be avoided. Kaiser Permanente's Vendor Code of Conduct and its guidelines concerning conflicts of interest will be strictly enforced.

<https://supplier.kp.org/requirements-guidelines/general/vendor-code-of-conduct/>

- **GIFTS AND BUSINESS COURTESIES**

In accordance with the Vendor Visitation Requirements, vendor representatives are prohibited from providing gifts, meals, entertainment, honoraria or cash equivalents, or other business courtesies to Kaiser Permanente employees or physicians.

- **WORK CONFLICTS**

Kaiser Permanente recognizes there are circumstances where members of the same family or household may work for Kaiser Permanente and a vendor. If this creates an actual or potential conflict of interest, the conflict must be disclosed by the vendor in writing to their Kaiser Permanente contractual contact.

CONTROLLING FRAUD

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

DELIVERY

Deliveries of medical supplies, equipment and products must be made through the KP Receiving Department (unless otherwise instructed by Supply Chain Services). Failure to deliver properly could result in late or non-payment of an invoice. For detailed instructions, please refer to the Distribution and Transportation Guide:

<https://supplier.kp.org/requirements-guidelines/supply-chain/distribution-and-transportation-guide/>

REVOCAION OF PRIVILEGES

Kaiser Permanente takes its responsibility to comply with all federal and state laws and regulations, as well as its requirements and policies, very seriously. Failure to follow Kaiser Permanente's requirements for vendor representatives may result in revocation of visitation privileges for the vendor 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.

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

- Failure to register using the credentialing system or via another process as instructed
- Failure to have all required immunizations and health screenings:
<https://supplier.kp.org/requirements-guidelines/onboarding/health-screening-requirements/>
- Failure to follow Operating Room procedures
- Entering a patient care area in unsatisfactory health
- Failure to comply with privacy and security regulations and requirements
- Presence in restricted areas
- Violating any of the requirements of the Vendor Code of Conduct
- Violating restrictions on providing gifts, food or other business courtesies
- Violating the process for evaluations, samples or loaner equipment
- Distributing promotional materials detailing non-standard products, not specifically requested by Kaiser Permanente
- Making unscheduled visits without obtaining a prior appointment

The Kaiser Permanente Vendor Visitation Requirement, Vendor Code of Conduct, and other vendor requirements are available at: <https://supplier.kp.org/>



Doing Business with Kaiser Permanente

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