



**ADMINISTRATION**

**POLICY MEMORANDUM**

POLICY TITLE:	Relationship of Company Representatives to the Hospital
POLICY NUMBER:	MCH-1075
JCAHO FUNCTION AREA:	Leadership
POLICY APPLICABLE TO:	All Hospital Personnel
POLICY EFFECTIVE DATE:	April 19, 2005
POLICY REVIEWED:	May 7, 2009; December 20, 2011
POLICY REVISED:	May 7, 2009

ALTERNATE WORD SEARCH: Vendor, Credentialing, Gratuities, Gifts

**POLICY STATEMENT:**

Company Representatives are not hospital employees. They call on the hospital to provide services, information, education, or solve problems. Company Representatives can be defined as, but not limited to, home health care agencies, hospice providers, service repair personnel, construction personnel, sales agents and pharmaceutical representatives. The following procedures have been developed to serve as guidelines for your relationship with company representatives.

**PROCEDURE:**

- 1) All company representatives must be compliant with the hospital's vendor credentialing service. The Materials Management Department oversees the credentialing process for all representatives.
- 2) Representatives must register with the Materials Management department before visiting other departments. An authorization sticker will be placed on the representative's badge. This will authorize the vendor to visit the hospital for up to 12 hours. For visits over 12 hours department directors will have to make arrangements with Materials Management.

- 3) Once compliant, representatives will receive their personal badge from the credentialing service which must be worn at all times (above the waist) when visiting hospital property.
- 4) Representatives may sign in and out at the following times and locations:
  - a) 8:00 a.m. to 5:00 p.m. – Materials Management-Located at 400 West 4<sup>th</sup> street
  - b) 5:00 p.m. to 10:00 p.m. – Customer Service Center Office – Located near the employee cafeteria.
  - c) 10:00 p.m. to 8:00 a.m. – Security Office – Located near the Emergency Department entrance
- 5) Marketing Representatives are asked to make an appointment and schedule their visit between the hours of 9:00 a.m. - 11:00 a.m. and 1:00 p.m. - 3:00 p.m., Tuesday through Thursday. Any exceptions must be made in advance with the department director when the appointment is made.
- 6) No hospital employee may accept gifts, excessive entertainment or other favors or gratuities from any concern, entity or person that does or is seeking to do business with, or is in competition with the District, Medical Center Hospital or other District facility. A “gift” includes any cash or non-cash payments, discounts, favors, meals, entertainment, use of aircraft or automobiles and services or other consideration of value. This paragraph, however, does not include nor prohibit the acceptance of items of nominal or minor value (a) that are clearly tokens of respect or friendship and not related to any particular transaction or activity of the District, Medical Center Hospital or other District facility; or (b) which do not go beyond the common courtesies usually associated with accepted business practices, such as baseball caps and the exchange of lunch or dinner meetings which occur as a normal part of a healthy business relationship.”
- 7) If any employee, visitor, patient or physician should face problems with a Marketing representative, please call the Materials Management Department.
- 8) The Surgery, Cath Lab Departments and the Family Health Center, will allow their representatives to register in their respective departments.
- 9) The procedure and fee schedule for vendor registration can be found on the Hospitals website at [www.mchodessa.com](http://www.mchodessa.com), “Vendors and Company Representatives” tab.

AUTHOR'S SIGNATURE	
	Bob Venable Director of Materials Management.
ADMINISTRATIVE SIGNATURE	
	Robert Abernethy Chief Financial Officer
AUTHORIZING SIGNATURE	
	William W. Webster Chief Executive Officer
END OF POLICY	