

Policies and Procedures

SECTION:	PROPERTY/EQUIPMENT	POLICY NUMBER:	PE 05-090
SUB-SECTION:	Equipment and Resources	EFFECTIVE DATE:	2009-02-05
SUBJECT:	Vendor Visitation	LAST REVISION DATE:	2021-03-04

POLICY:

1. Staff and physicians shall interact with vendors in a manner that meets ethical standards, protects patient confidentiality, does not interfere with the process of patient care, and encourages the appropriate, efficient and cost-effective use of equipment, supplies, and pharmaceuticals.
2. Vendors who conduct business at or with Cornwall Community Hospital (CCH) shall do so in accordance with CCH policy guidelines.
3. Vendor representative visitation to departments **is not permitted** except by the specific request of the physician, department director or through the coordination of designates from Materiel Management, Logistics, Engineering, Pharmacy or Food Service Departments.
4. Under most circumstances, vendors are prohibited from entering patient care areas within the hospitals. Exceptions are cases approved by appropriate management personnel only when the business already has a valid contract.
5. Vendors are prohibited from directly assisting with clinical procedures or demonstrating any medical device or equipment on a patient.
6. Failure to comply may impact future business opportunities with the hospital.

PROCEDURE:

1. Vendors:
 - a) will register at the appropriate designated location at time of arrival:
 - Helpdesk Office, Room 1406, from 0700 to 1600 hours;
 - Access by service entrance (morgue door) after buzzing;
 - Phone number: 613-938-4240, ext. 4111.
 - b) are expected to park with visitors and pay for own parking:
 - Reduced daily rate is available with a monthly parking pass;
 - Parking in P3, P4 or P7 lots is prohibited;
 - Brief visitors can park behind boiler house.
 - c) during off business hours, will register with Security Office.
 - d) will sign a Confidentiality Agreement and abide by such policy, if in the course of

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- providing necessary business services to Cornwall Community Hospital, they come in contact with patients or have access to identifiable health information;
- e) will wear the identification badge and appropriate personal protective equipment (PPE) at all times;
 - f) will return the temporary identification badge prior to leaving the premises. Failure to return the identification badge upon leaving the premises will result in an administration fee.

2. Helpdesk Office or the Security Office will:

- a) Issue a temporary identification badge, record the vendor's cell phone or contact information and clearly inform the vendor that the identification badge must be worn visibly at all times. The identification badge must be returned prior to the vendor leaving the premises;
- b) Explain the Confidentiality policy and have the vendor sign a Confidentiality Agreement if in the course of providing necessary business services to Cornwall Community Hospital, it is anticipated that they will come in contact with patients or have access to identifiable health information.

3. Staff will:

- a) Ask a vendor who presents at their department without having registered and without valid identification to return to the designated area to register and receive proper identification.

APPENDICES:	A: Operating Room Expectations of Sales Representatives	
REFERENCE DOCUMENTS:		
REPEALED POLICIES:	CGH Policy No. 5-200 – Soliciting on Hospital Property RHSJ Policy No. IV-70 – Soliciting, Distribution and Sales within the Health Centre	
APPROVAL PROCESS:	Senior Administration Team – 2020-11-18 Governance Committee – 2021-01-26 Board of Directors – 2021-03-04	
APPROVAL SIGNATURE:		Jeanette Despatie Chief Executive Officer

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