

Vendor Guide

Introduction

University of California Irvine Healthcare, the clinical entity of UC Irvine Health Affairs, encompasses UC Irvine Medical Center and its off-site patient care locations; University Physicians & Surgeons, a faculty practice organization; and the UC Irvine School of Medicine's clinical departments.

UC Irvine Healthcare values the relationships with its vendors, and we have developed this Vendor Guide to provide vendor and sales representatives conducting business with us an explanation of some key guidelines to ensure a mutually professional relationship.

The objective of this guide is to provide vendors with information regarding key UC Irvine Healthcare policies, and to:

- Establish a uniform process for vendor representatives to access healthcare workforce members in order to solicit business
- Ensure vendor representatives provide educational and technical support that contribute to positive clinical practice
- Control and monitor vendor activity and assure appropriate vendor access to UC Irvine Healthcare and provide guidance for appropriate vendor behavior throughout UC Irvine Healthcare
- Ensure that all equipment and supply purchases, including new technology and pharmaceuticals, comply with all laws, and UC Irvine purchasing and contracting practices

This vendor guide applies to all areas of UC Irvine Healthcare, and the physicians and staff located at:

- **UC Irvine Douglas Hospital**
- **UC Irvine Medical Center**
- **All UC Irvine Ambulatory Practices**
- **Gottshalk Medical Plaza in Irvine**
- **All University Physicians and Surgeons Offices**

Vendor representatives should also be aware that access to UC Irvine Healthcare locations is a privilege subject to adherence of these guidelines and failure to adhere to them may result in the termination of privileges of the company and/or individual involved.

Registration

All pharmaceutical vendors visiting the UC Irvine Medical Center and the Ambulatory Practices in Orange are required to register with the Pharmaceutical Services Administration office. As part of the registration process, you will be provided with valuable information regarding our policies and procedures for protecting the confidentiality of our patient information, our policies for product selection, and our policies regarding conflict of interest and relationships with external business partners.

Visitation to the UC Irvine Facilities:

The UC Irvine Healthcare Vendor Relationship Policy is intended to monitor the activities of vendor representatives visiting the healthcare facilities, physicians and other workforce members. This policy is to insure that the workforce members have an adequate opportunity to conduct business with sales representatives and at the same time to minimize the interference of such action with normal operations.

These guidelines have been established for sales representatives visiting UC Irvine Healthcare facilities:

1. Sales representatives are permitted to visit UC Irvine Healthcare clinical and administrative staff, by appointment only, Monday through Friday, 8:00 a.m. to 5:00 p.m.
2. All vendor representatives must register prior to visiting any UC Irvine Healthcare facility with RepTrax at www.reptrax.com and complete the applicable screening process which is dependent on the areas in the medical center or ambulatory practices that will be visited.

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3. At the time of the visit, vendors must sign in at the Reptrax kiosk and obtain their badge for the date of the visit. The kiosks are available in the Security/Parking Office in Building 33 from 7:15 a.m. to 4:30 p.m., at the main Information Desk in the lobby of UC Irvine Douglas Hospital, and at the Information Desk at Gottshalk Medical Plaza in Irvine.

Vendor representatives visiting the operating rooms (OR) must also sign in with the OR Registration Desk on the first floor of the medical center.

3. Sales representatives will be required to sign a "Sales Representatives Log" sheet including name, company name, phone number, name of person visiting, and arrival time. **Sales representatives must have an appointment and indicate the destination of their visit by name of UC Irvine Healthcare employee and telephone extension number.**
4. Sales representatives are restricted to public areas of all UC Irvine Healthcare locations, and may access restricted areas only when authorized by a member of the healthcare staff. Public areas are defined as those areas which are provided for use to the general public, such as waiting areas and lobbies. Patient care, ancillary service areas and general conference room areas are not considered public areas. **Sales representatives may access the medical center dining room(s), but while there, are restricted from approaching UC Irvine Healthcare staff, faculty or students for the purpose of conducting business.**
5. Sales representatives must obtain approval from the UC Irvine Healthcare Purchasing Director prior to scheduling demonstrations or exhibits of medical/surgical supplies. Pharmaceutical representatives shall comply with UC Irvine Policy "*Medication Management Drug Samples*" (available in the Pharmacy Office) which outlines the proper procedures for the distribution of drug samples within UC Irvine Healthcare facilities. Pharmaceutical representatives shall not conduct pharmaceutical exhibits (i.e., "Drug Displays"). Laboratory supply representatives must obtain approval from the Clinical Laboratory Director prior to scheduling demonstrations or exhibits of devices or supplies used for laboratory testing.

Additional procedures that apply to specialized areas of UC Irvine Healthcare follow:

PHARMACEUTICAL REPRESENTATIVES

Pharmaceutical representatives are not authorized to make direct, unsolicited contact with members of the medical staff or other Medical Center employees unless approval to do so is obtained from the Director of Pharmaceutical Services. All pharmaceutical sales representatives must sign up and complete the Pharmaceutical Sales Representative Orientation prior to their initial visit. There they will receive a copy of the policies and procedures relating to the activities of pharmaceutical representatives and receive a vendor information form. This form must be completed and returned to the Pharmacy Department prior to any subsequent visits. It is the responsibility of the pharmaceutical representative to keep the vendor contact form current. Thereafter, they are required to register at pharmacy administration prior to each visit, receive and wear the UC Irvine Medical Center name badge (valid for that day only), and also wear their company issued name badge.

MEDICAL/SURGICAL SUPPLY REPRESENTATIVES

Representatives must obtain approval from the Purchasing Department prior to marketing any new product to the Purchasing Department. Representatives must obtain written approval from the medical center's Product Standardization Committee or the Value Analysis Committee, and the appropriate UC Irvine Healthcare Department prior to testing, on a trial basis, any medical/surgical item or equipment. Any piece of equipment that is brought into UC Irvine Medical Center for purposes of evaluation, demonstration, or loan must first be checked and signed off by Clinical Engineering.

PRODUCT AND/OR EQUIPMENT EVALUATION POLICY

Vendors wishing to place "no-charge" or loaner capital equipment in any UC Irvine Healthcare facility must have prior approval from the Purchasing Department, and complete a "Hold Harmless" agreement and a Zero-dollar Purchase Order for tracking purposes. Electrical equipment must be checked and cleared by Clinical Engineering. All vendors must contact the Purchasing Department to initiate the approval process to add new equipment and new technology to the hospital's equipment inventory. All capital equipment purchases require Senior Administrative approval.

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LABORATORY SUPPLY REPRESENTATIVES

Laboratory supply sales representatives are responsible for obtaining written approval from the Clinical Laboratory Director prior to marketing any new products, laboratory instruments, reagents or test kits. All laboratory product samples must be reviewed by the Clinical Laboratory Director or his designee prior to introduction to the medical or nursing staff.

OPERATING ROOM SERVICE SUPPLY REPRESENTATIVES

Operating Room Services supply sales representatives must first sign in at the Information Desk in UC Irvine Medical Center's main lobby at each visit before proceeding to the Operating Room Services check-in area. Sales representatives must have an invitation or an appointment and are required to display the appropriate company identification badge. Sales representatives receiving permission to access the Operating Room Services area may not access other departments in UC Irvine Medical Center without following the procedures outlined for those departments.

USE OF PUBLIC TELEPHONES

UC Irvine Healthcare clinical areas have a limited number of telephones in the public areas. We request that sales representatives be considerate and refrain from using these telephones for extended business calls while patients and visitors are waiting. All phone communications must be completed away from patient care areas. Vendors should be sensitive to conducting extensive business calls in public areas.

Patient Privacy

UC Irvine Healthcare is firmly committed to protecting the privacy of our patients. Individuals who are not involved in the care of the patient will not be allowed to be present without the patient's consent while the patient is being examined or otherwise treated.

The presence of device vendor representatives who are present in a clinical area such as an operating room or procedure room to assist with device implantation, testing or settings will be listed as part of the treatment team in the operating room log maintained in the patient's medical record, and must be identified on the Surgical Informed Consent form. The device vendor representatives are limited to the Operating Room in which the device is being utilized, and must refrain from approach other physicians and Medical Center employees present in the Operating Room area for purposes of conducting business.

Conflict of Interest Policies

UC Irvine Healthcare has a comprehensive, values based Code of Conduct, which is a vital part of the way we conduct ourselves and our business relationships. Our mission is to deliver the highest quality medical care to our patients, to be the leader in biomedical research, and to train healthcare practitioners and leaders of the future. We strive to act with absolute integrity in the way we work.

UC Irvine Healthcare has a Vendor Relations Policy which governs the actions of our staff and faculty in their relationships with third parties. UC Irvine Healthcare employees are also subject to the California Political Reform Act of 1974, and must follow University of California Conflict of Interest policies as well.

No employee including faculty will accept payments in cash or cash equivalents, except as compensation for bona fide services as allowed by university policy.

During the course of a contract, vendor representatives may be requested to disclose existing financial relationships with UC Irvine faculty and staff.

Key elements of UC Irvine Healthcare's conflict of interest policy and vendor relationship policy are as follows:

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1. **Gifts** All gifts (zero dollar limit) including items such as free meals, items of nominal value such as pens and other similar items, payment for time for travel to or time at meetings are **prohibited**. This applies to activities both on and off UC Irvine facilities and campus.
2. **Pharmaceutical Samples** Physicians are permitted to accept drug samples, however the medications are to be used only for low income patients. Sufficient medication to cover the entire course of treatment must be provided. Additionally, the use of samples must comply with organization policy, federal law and state law including regulations involving security, documentation and labeling and must be approved before use by the Pharmacy and Therapeutics Committee.
3. **Drug Formularies** Hospital and medical group formulary committees and subcommittees overseeing purchases of medical drugs and devices exclude physicians (and all healthcare professionals) with financial relationships with drug manufacturers, including those who receive any gift, inducement, grant or contract, from voting where they may have a conflict of interest.
4. **Continuing Medical Education.** Vendors cannot provide support directly or indirectly through a subsidiary agency. Manufacturers wishing to support education for medical students, residents, and/or practicing physicians must contribute to an unrestricted educational fund in accordance with ACCME guidelines. A Commercial agreement must be completed between the University and the vendor contributing to the educational fund.
5. **Ghostwriting.** Faculty are prohibited from publishing articles and editorials that are ghostwritten by industry employees.
6. **Consulting and Research Contracts.** Consulting or honoraria for speaking must take place with an explicit contract with specific deliverables, and the deliverables should be restricted to scientific issues, not marketing efforts. "No strings attached" grants or gifts to individual researchers are prohibited. Grants for support of general research can be accepted to support general research, provided the funds are not designated for use by specified individuals.

If you have any questions about the UC Healthcare Vendor Relations policy, please contact the UC Irvine Healthcare Compliance Office at 714-456-367 or 714-456-3672. You may also file an anonymous complaint or concern about this policy to the UC Irvine Healthcare Compliance Alertline at 1-888-456-7006.

We hope that this leaflet is informative and helps you understand how to do business with UC Irvine Healthcare. If you have any additional questions or comments, please call the Purchasing Department at 714-456-5412.

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Contact Information

Purchasing Director (Medical Center)	714-456-5412
Purchasing Director (School of Medicine)	949-824-6510
Pharmacy Director	714-456-5514
Laboratory Director	714-456-7459
Laboratory Compliance Officer	714-456-8904
Director of Nursing and Perioperative Services	714-456-6687
CME Office	714-456-5239
Vice Chair for Education	714-456-7539
Corporate Compliance and Privacy Officer	714-456-3672
Associate Corporate Compliance & Privacy Officer	714-456-3674