

ORGANIZATIONAL POLICY

TITLE: GENERAL VENDOR ACCESS POLICY

POLICY STATEMENT AND PURPOSE: HSS aims to ensure a safe environment for all patients, visitors, staff and Vendors accessing HSS sites across the enterprise.

This Policy:

- Establishes and defines Vendors' physical access requirements
- Ensures identification of Vendors while onsite
- Establishes guidelines for Vendors while onsite at HSS
- Further supports HSS's commitment to securing our sites and protecting our patients (including patient privacy), staff, visitors, and Vendors

APPLICABILITY: This Policy applies to all Vendors who seek access to any HSS sites listed on HSS' Vendor Management website: <https://www.hss.edu/vendor.asp>.

PROCEDURE:

A. Accountability

- HSS Office of Vendor Management & Oversight.** The HSS Office of Vendor Management & Oversight will manage and maintain the HSS Vendor Management Program, including communication and enforcement of HSS Vendor expectations and policy requirements.
- Individual HSS Departments.** It is the responsibility of each HSS department that allows Vendors access to their respective areas, to ensure Vendors are compliant with the requirements set forth in this policy.
- Vendor.** All Vendors are required to adhere to all Vendor-related policies, including but not limited to, the HSS Code of Conduct and HSS Vendor Code of Conduct, Vendor Site Access policies, and any additional policies and guidelines set forth by the respective departments they access and work with.
- HSS Security.** HSS Security may request to inspect a Vendor's ID badge and justification for visit and may take action, including denying access, if a Vendor is non-compliant with this policy.

B. Guidelines, Requirements and Expectations

- HSS Vendor Credentialing System.** All Vendors must meet and maintain all credentialing requirements as established by HSS from time to time, including health screening and education regarding HSS policies, all of which are managed and administered through the HSS Vendor Credentialing System.
 - Vendors Out of Scope for Enrollment in the HSS Vendor Credentialing System.**
 - Vendors whose onboarding and credentialing process is managed by HSS Human Resources
 - Couriers and Vendors accessing HSS facilities fewer than 4 times annually (referred to in this Policy as Vendor Guests) (Refer to Section D of this policy for check-in procedures)
 - Once all credentials are approved, the HSS Vendor Credentialing System will issue the Vendor an ID badge, which is used for check-in and must be worn at all times while onsite.
 - Vendors are strictly prohibited from sharing ID badges.

2. Any Vendors attempting to check-in with another Vendor's ID badge will be denied access and further disciplinary action may be taken.
 - iii. Vendors are required to keep their profiles and credentials up to date in the HSS Vendor Credentialing System.
 - iv. Scan Violations
 1. Any Vendors that checks in at an HSS site without approved credentials will receive a scan violation, which is monitored by the HSS Office of Vendor Management & Oversight. See section E Vendor Non-compliance for additional details.
- b. **HSS Vendor ID Badges.** Vendors may request an HSS Vendor ID badge if clearance to specific areas is necessary as part of their job function. Vendors must be registered and in compliance with the Vendor Credentialing System requirements prior to and at all times after requesting an HSS Vendor ID badge. All HSS Vendor ID badge requests will be reviewed by and approved at the discretion of the HSS Office of Vendor Management & Oversight. The HSS Office of Vendor Management & Oversight reserves the right to deny HSS Vendor ID badge requests if Vendors are non-compliant with the Vendor Credentialing System requirements, or if it is determined that door access by the Vendor is not needed as part of the services or goods they provide to HSS or on behalf of HSS. HSS Office of Vendor Management & Oversight may also revoke an issued HSS Vendor badge for non-compliance. HSS Vendor badges are good for 1 year from date of issue and reactivation may be requested.

i. **HSS Vendor ID Badge Request Process.**

1. New HSS Vendor Badge Request

To request a new a HSS Vendor ID badge, e-mail the following information to: VendorManagement@hss.edu

Vendor Information:

Company:

Name:

Email:

Cell Phone Number:

Date of Birth:

HSS sites you plan to access:

Frequency of visits to HSS per week:

Specialty (e.g. Spine, Sports Medicine, etc.):

Specific doors you are requesting access to:

HSS Sponsor (HSS Department Head/designee verifying the need for a Vendor to be issued an HSS ID and authorizing that ID holder to have access to specific identified areas in HSS sites):

2. Reactivation of an HSS Vendor Badge

Ensure all information in the Vendor Credentialing System is accurate and up to date. Then email your reactivation request to VendorManagement@hss.edu.

c. **Access Logistics.**

- i. **Arrival & Check-in.** When visiting the Main Hospital, Pavilion or Belaire buildings, Vendors must enter through the designated Vendor Entrance during Vendor Entrance operating hours (Monday-Friday 5am-7pm, Saturday 7am-3pm) or the

HSS Main Lobby during after-hours, and check-in by scanning the Vendor Credentialing System issued-ID badge for authorized entry. When visiting HSS regional sites, Vendors must consult the HSS Vendor Management website (www.HSS.edu/Vendors) for site-specific access instructions.

d. During Visit.

- i. Vendors must prominently display the Vendor Credentialing System issued-ID badge during their entire visit.
- ii. Vendors must adhere to the HSS Code of Conduct, [HSS Vendor Code of Conduct](#), vendor-related policies and procedures while onsite.
- iii. The following conduct is expressly prohibited:
 1. Training and/or use of unapproved products, services, or equipment.
 2. Solicitation of products, services or equipment in patient care or peripheral support areas.
 3. Use of HSS-owned or managed equipment including computers and any other electronic devices, unless otherwise approved.
 4. Accessing HSS employee-only areas (e.g., locker rooms, employee lounges, restricted administrative areas, etc.).
 - a. Storing personal items in HSS employee lockers.
 5. Storing unauthorized products or equipment on HSS property.
 - a. Storing of any Vendor-owned products or equipment must be approved by HSS and/or follow the guidelines set forth by HSS for specific Vendor storage areas.
 - i. Where permitted, storage of Vendor-owned products or equipment is at Vendor's own risk. HSS will not be liable for any missing items reported by Vendor Representatives.
 6. Vendor Representatives are not permitted to touch their company's implants and supplies in HSS inventory unless they are delivering or removing them.
- iv. Vendors' access is limited only to the approved parameters of that particular visit. At any point during the visit, Security may challenge the purpose of a Vendor's visit and the areas they are accessing.

e. Medical Clearance Requirements.

- i. All Vendors accessing HSS patient-care sites must comply with all applicable HSS Occupational Health Service policies and health screening requirements, including but not limited to:
 1. COVID-19 Immunization Program
 2. Influenza Immunization Program
 3. All level-driven vaccine requirements defined in the Vendor Credentialing System

C. Levels of Access. (Note, free & unlimited access to HSS sites and staff is not allowed)

- a. **Access to Specific ORs.** Allowed only as specified by the consenting physician(s) or other designated HSS staff and is limited only to the approved parameters of that particular visit. Critical need must be communicated to the OR circulator prior to entering the operating room.
- b. **Access to Patient Care Areas.** Allowed only to the extent practicable and necessary to provide in-service training on devices/equipment, the use of pharmaceuticals and

biologics or for evaluation of the effectiveness or appropriate use of such products. This access is limited only to the approved parameters of that particular visit.

- c. **Access to Non-Patient Care Areas.** Allowed only to the extent practicable and necessary to provide in-service training on devices/equipment, the use of pharmaceutical and biologics or evaluation of the effectiveness or appropriate use of such products. This access is limited only to the approved parameters of that particular visit. **Under no circumstances will a Vendor be permitted to wait in common or public areas of HSS to solicit or carry on business activities other than on a specific, time-limited appointment basis.**

D. Vendor Guests

- a. Vendor Guests are defined as Couriers or Vendors accessing HSS sites fewer than 4 times annually.
- b. For access to the Main Hospital, Pavilion or Belaire buildings, Vendor guests must check in at the designated Vendor entrance during Vendor Entrance operating hours or the Main Hospital's Lobby during after-hours. For other HSS sites, refer to site-specific access information on HSS' Vendor website: <https://www.hss.edu/vendor.asp>
 - i. Vendor Guests are required to present a government-issued ID and any other additional information requested by Security or Front Desk Staff to be checked in as a Vendor Guest. A printed temporary ID badge (good for one day only) is provided upon check-in completion and must be prominently displayed during the entire duration of the visit.
 - ii. Vendor Guests accessing patient-care areas, including the Operating Room and Central Sterile, must obtain medical clearance from the HSS Occupational Health Services in advance of their visit.
 - 1. Medical clearance for this subset of vendors can be obtained by completing the Vendor Guest Medical Clearance form and providing independent documentation from a physician or health institution for each requirement.

E. Vendor Non-Compliance.

The HSS Office of Vendor Management & Oversight monitors and enforces Vendor compliance with site access requirements.

- a. **HSS Vendor Credentialing System Monitoring.** The HSS Office of Vendor Management & Oversight proactively monitors and tracks Vendor scan violations and Vendors exceeding the allowable guest pass limit (i.e., 4 visits per 12-month period). Vendors will be immediately notified of non-compliance with site access requirements for remediation.
 - i. **Notification.** The first notice of non-compliance will be sent to the individual Vendor Representative, providing details and a deadline for which they must be compliant.
 - ii. **Notification including Supervisor.** If the Vendor Representative remains non-compliant by the deadline provided in the initial notification, a second notification will be sent to the Vendor and their Supervisor.
 - iii. **Lockout.** If the Vendor Representative is still non-compliant following notification, the Office of Vendor Management & Oversight and HSS Security will exercise discretion in denying physical access by the Vendor through the Vendor Management System. The Vendor Representative and their Supervisor will be notified of the lockout.
 - 1. If a locked-out, non-compliant Vendor attempts to access HSS, HSS Security and the Office of Vendor Management & Oversight will be alerted

and necessary action will be taken, up to and including suspension or termination of access privileges.

2. Reinstatement of the Vendor's access to HSS sites will be at the discretion of the Office of Vendor Management & Oversight, HSS Security and Corporate Compliance.
- iv. **Suspension/Termination.** Vendor non-compliance with HSS policies, procedures and directives may result in suspension or termination of HSS access privileges, at any time.