



Welcome Vendors

Information and Requirements for St. Luke's Vendors

Thank you for your interest in doing business with St. Luke's and supporting health care for our region. We welcome you and recognize your role as a valued resource in providing exceptional care for our patients.

At St. Luke's, it is our mission to put The Patient Above All Else. To help us accomplish this, our vendor policies are designed to facilitate partnerships that follow regulatory requirements, create value for our patients, and foster collaboration between outside businesses and our medical staff.

We require you to review these policies so that we can continue creating and supporting innovative opportunities that strategically align with our mission.

Thank you for your service. We look forward to working together in advancing accessible, quality care for our patients.

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THE PATIENT. ABOVE ALL ELSE.®



Vendor Access and Appointments

All vendors are required to complete an annual vendor registration process in order to conduct business with St. Luke's. Vendors will be required to thoroughly review, and agree to comply with all provisions within all documents, including but not limited to St. Luke's Vendor Policy. Registration and document requirements can be accessed at: greensecurityllc.com/vendors/register/step1

Appointments must be scheduled prior to visiting the hospital facility or clinic. These appointments must be during normal business hours between 8 am and 4:30 pm, whenever possible. **Unscheduled visits will be declined.** Vendor visits are limited to the department with which the appointment is scheduled.

Vendors visiting the hospital must park in Northland Ramp.

Vendors must sign in and out using the vendor registration kiosks. These kiosks are located on Hospital 2 East, 2nd Floor Entrance of Building A and in St. Luke's Materials Management. When visiting St. Luke's clinics located off campus, vendors are required to check in with the clinic manager or designee and vendor kiosk if available.

A date-stamped personal ID badge must be displayed at all times. These will be issued by the vendor registration kiosks. If a badge does not print from the kiosk, the vendor must check in at St. Luke's Materials Management. Any vendor not in possession of a current ID badge will be directed to St. Luke's Materials Management.

Purchasing and Confidentiality

Requests for information regarding key personnel, current products, products under evaluation, vendor selection, price quotations, current prices, anticipated purchases or contractual provisions **must be facilitated through St. Luke's Materials Management.**

Credit information about St. Luke's must requested from St. Luke's Materials Management.

Behavioral health access requires Ligature Risk Education, and must be completed in Vendor Mate prior to access to the unit.

For all vendor education, product demonstrations, new product introduction/training or any other vendor-led sessions that involve St. Luke's staff, a record of attendance, with a description of the subject discussed, must be completed by the vendor representatives and forwarded to St. Luke's Materials Management. St. Luke's Director of Pharmacy must be consulted prior to arranging any educational sessions on medications or drug therapy.

Open food is not allowed for distribution or consumption in public areas on St. Luke's campus or clinics.

Providing gifts, entertainment or other items of value is not permitted.

St. Luke's Storeroom is a restricted area and should not be visited by vendors without prior authorization from St. Luke's Materials Management. The Storeroom should not be used as a shortcut through St. Luke's Hospital.

St. Luke's campus is tobacco free. Tobacco use is prohibited within 100 feet of a hospital or medical facility, per Duluth City Ordinance #9792.

Departments may have given the pricing information of competitive suppliers. These departments may not share that information with other vendors or sales representatives.

New Medication, Supply and Device Technology Introduction

New supply or device technologies must be introduced through St. Luke's Materials Management.

Preliminary assessment will be facilitated. This includes clinical efficacy, staffing requirements, waste stream effects, process efficiencies, quality, safety, FDA 510K approval, contract compliance, EPP, reimbursement and pricing.

Physician feedback and interdisciplinary teams are responsible for assessing and approving new technologies through the Value Analysis Process.

New products and devices are available for use only after being approved by St. Luke's Materials Management and required education has been completed.

When upgrading to new supply technology platforms with the same vendor, the vendor must share the risk. This includes, but is not limited to, crediting or exchanging remaining inventory held by St. Luke's.

Equipment Evaluations

All requests for equipment demonstration or evaluation must be submitted to St. Luke's Materials Management.

Patient care equipment shall not be demonstrated on patients without prior approval of the appropriate clinic manager, department director or vice president.

Patient care equipment must be checked by St. Luke's Biomed before being used on any patient.

When feasible, advance notification of at least three business days must be provided to St. Luke's Materials Management for equipment to be evaluated prior to arrival on site.

Vendors must arrange to have equipment on site 24 hours prior to evaluation for St. Luke's Biomed inspection. Vendors must provide all user instructions, electrical diagrams, service manuals and other pertinent information needed by St. Luke's Biomed staff.

Vendors must contact St. Luke's Materials Management to arrange for all evaluations of equipment to be demonstrated off campus.

Requests for medications to be added to formulary should be directed to the Director of Pharmacy.

For new products that are used without prior approval, St. Luke's reserves the right to refuse payment.

Price Quotations and Bids

- Price information and bids should be directed to St. Luke's Materials Management for evaluation.
- Bids are awarded based on product quality and vendor services, as well as price. St. Luke's Materials Management reserves the right to reject any and all bids.

Only St. Luke's Materials Management staff or another agent of St. Luke's is authorized to secure equipment for St. Luke's from vendors for demonstration or evaluation purposes. All equipment is to be returned to the vendor upon completion of demonstration or evaluation.

All evaluations are considered to be no cost and no obligation to St. Luke's. Equipment received outside the prescribed process will be considered an unauthorized transaction and returned.

The department manager or designee must approve any training, on-site or off-site. St. Luke's Materials Management must be notified of all training for new products or services.

St. Luke's Materials Management must approve any product samples associated with any trial prior to evaluation.

All foodservice and pharmacy vendors will follow the above process; all contact and coordination will be facilitated by the respective department.

Surgical/Procedural Supply Vendors

A specific vendor badge is required for access to St. Luke's Surgical & Procedural Care.

Surgical vendors must access St. Luke's Surgical & Procedural Care from St. Luke's Building A.

Vendors may be present during a patient procedure only at the request and under the direction of the physician performing the procedure. The authorization of the vendor's presence will also be verified by the circulating RN.

St. Luke's vendor registration process facilitates vendor credentialing. This includes the following:

1. Verification of competency and/or certification in the equipment used and the representative's role in the procedure performed including:
 - a. Anatomy/physiology specific to the procedure
 - b. Safety specific to work site and procedure
 - c. Field experience
 - d. Infection control, sterile field information, sterilization techniques and blood borne pathogens
2. Patient confidentiality and HIPAA regulations
3. Background check and sanctioned watches
4. Maintenance of annual required immunizations
5. Certificate of insurance

Surgical attire and a red bouffant hat are required to be worn by all vendors while in the OR.

Facility Access and Enforcement

Access to St. Luke's facilities

1. Park in the Northland Ramp.
2. Use the main entrances to access St. Luke's campus.
3. Use the main clinic entrances to access any St. Luke's clinic. Clinic managers will provide access to secure locations, if needed.

Enforcement

1. Any vendor not displaying his or her identification badge will be directed to register at St. Luke's Materials Management or with the clinic manager.

Vendors may only use staff breakrooms with an invitation. Food is available in the Blue Waves Café Blue Waves Café (St. Luke's Hospital), Amazing Grace Coffee Shop (Building A) or Diner by Amazing Grace (St. Luke's Hospital).

Vendors are not permitted to engage in direct patient contact.

Vendors will not open or dispense implants to the sterile field. Industry representatives are not to participate in patient care and as such are not to open and/or introduce sterile supplies, including implants to the field. Their presence in the operating room is that of consultant only.

Supplies and Equipment

- a. Vendor will furnish St. Luke's with catalog numbers, item descriptions, sizes and line item pricing on loaner bank implant sets.
- b. Inventory lists and instructions for use must accompany items delivered to St. Luke's Sterile Processing for sterilization.
- c. Trays must arrive 24 hours before a procedure unless other arrangements are made. Arrangements can be made by contacting St. Luke's Sterile Processing Manager or designee.
- d. Loaner trays will be checked into the facility following department guidelines for loaner trays.

St. Luke's will not pay for loaner, rental or instrumentation fees.

2. Failure to comply with any provisions included in, or as part of, this Vendor Policy will result in a warning for the first infraction. Subsequent infractions will result in the suspension of privileges with St. Luke's for a period of 30 to 90 days, and/or possible permanent suspension, depending on mitigating circumstances. The vendor's management will be notified in writing of infractions.

Permanent loss of privileges will result for repeat infractions or at any time resulting from a serious compliancy or behavioral incident.

Acknowledgement of Confidentiality

St. Luke's has a legal and ethical responsibility to safeguard the privacy of all patients by protecting the confidentiality of their health information.

In the performance of your duties as a vendor partner of St. Luke's, you may have access to confidential patient information even though you may not be directly involved in providing patient services. You must understand that such patient information must be maintained in the strictest confidence.

You understand and agree that, unless directed by St. Luke's management, you will not at any time during or after your assignment with St. Luke's:

- Disclose any confidential patient information to any person whatsoever
- Permit any person whatsoever to examine or make copies of any patient reports or other documents prepared by you, that come into your possession, or are under your control
- Use patient information, other than as necessary in the course of your employment/assignment

- Disclose proprietary information including business practices, quality improvement or statistical information
- Access the Protected Health Information of your family, including your parents, spouse or adult children without proper prior written consent
- Access your own Protected Health Information or the Protected Health Information of your dependent children without contacting the Medical Records Department and following proper procedures

You understand that access to printed or electronic patient information must, at all times, be related to the performance of your duties or assignment.

When patient information must be discussed with other healthcare practitioners in the course of your work, you will use discretion to ensure that others who are not involved in the patient's care cannot overhear these conversations. Any violation of patient confidentiality will result in disciplinary action up to, and including, loss of privileges at St. Luke's.

General Information

All deliveries except narcotics must be made to the St. Luke's Hospital freight receiving area.

Loading dock is on 10th Avenue East between 1st and 2nd Street.

Receiving hours are 8 am - 4:30 pm, Monday through Friday.

Packing slips must reference the correct Purchase Order number.

Invoices must reference the correct Purchase Order number and be directed to Accounts Payable.

Vendors, technical representatives or contractors who will have more than incidental exposure to Protected Health Information will be asked to sign St. Luke's Acknowledgement of Confidentiality form.

St. Luke's Materials Management

Located on Second Floor, St. Luke's Hospital (2 Center) 915 East First Street, Duluth, MN 55805

Hours: 8 am - 4:30 pm

Telephone: 218.249.5420 **Fax:** 218.249.5181

