

Memorial

Hospital of South Bend®

VENDOR GUIDELINES

- **Appointment Hours:** All hospital employees are available to see sales representatives by appointment only. Appointments need to be made directly with Materials Management, the Department Manager, or employee.
- **Registration:** All sales representatives are expected to follow the policies and procedures as established by Memorial Hospital of South Bend, Inc. Failure to do so will prohibit the sales representative from doing business with Memorial Hospital. All sales representatives must register in the Purchasing Department between the hours of 7am and 4pm. Identification badges must be worn at all time in the hospital. Sales representatives will only be permitted in department(s) that appointments have been made. At the conclusion of your business please sign out in the Purchasing Department. If the Purchasing Department is closed please log out at the kiosk on the first floor of the hospital, near the vending machines.
- **Vendor Credentials:** Memorial Hospital of South Bend requires vendors provide proof of credentials to the supplier database Memorial has chosen to monitor these credentials. Vendors must meet the credentialing criteria as established by CMS, AORN and JCAHO recommendations as well as Memorial Hospital's Surgery, Employee Health, Risk Management, Infection Control, and Materials Management Departments. Failure to comply with this requirement will limit vendor's visits to the Purchasing Department.
- **Group Purchasing:** Memorial Hospital of South Bend is a shareholder of VHA/Novation and primarily uses their contracts.
- **Parking:** Sales representatives are permitted to use the hospital visitor's parking lots.
- **Presentation of Products:** All products are to be presented for evaluation to the Materials Management Department. Sales representatives may not present samples or complimentary products to any department heads, supervisors, or other hospital employees for evaluation without the knowledge and approval of Materials Management. All equipment must reference a purchase order number. Equipment must be submitted to the hospital's Bio-Medical Department for testing before its first use.
- **Gratuities:** Acceptance of gifts, other than advertising novelties, is at all times prohibited. Employees are not obligated by any one supplier and are not permitted to complete any company transaction from which they may personally benefit.
- **Cafeteria:** Sales representatives are permitted to dine in the hospital cafeteria during its hours of operation.
- **Correspondence:** All correspondence relating to new contracts, quotations, request for testing products, prices, etc. must be directed to the Materials Management Department.
- **Authorization to Buy:** The hospital will not be responsible for payment of goods or services obtained without a properly authorized order. Hospital personnel are not authorized to give orders for merchandise unless they provide a purchase order number

obtained from the Materials Management Department. Items brought into Memorial Hospital and invoiced without proper authorization will be considered as gifts.

- **Disaster Purchasing:** When a designated person of the hospital has placed an order during a disaster with a vendor, permission to ship is implicitly granted. However, the vendor is requested not to invoice the hospital until confirmation has been authorized and signed by a member of the Materials Management Department.
- **Delivery:** All deliveries must be made to the receiving dock between the hours of 7am and 3pm Monday through Friday. Orders are shipped FOB Hospital and prepaid or as otherwise agreed and must be accompanied by a packing slip containing the purchase order number. Please note that no C.O.D.'s will be accepted. All items shipped to the receiving dock must be identified with the purchase order number clearly marked.
- **Substitution of Goods:** It is the policy of this institution to determine when to accept substitutions of any goods. Substitutions must be authorized by the Materials Management Department prior to shipment.
- **Payment:** Invoices are paid upon the receipt of goods and services unless otherwise contracted. Statements will not be paid without supporting invoices and a packing slip. It is essential that the purchase order number is referenced on all documentation.
- **Attending Patient Procedures:** You may be present for patient procedures only under the following conditions: with proof of vendor credentialing, with the prior consents of the facility physician and patient; only to observe or provide technical advice concerning your products, and not to undertake any clinical responsibilities; and in accordance with our policies.
-