

Sanford Vendor Relations and Certification Program

Purpose

Sanford remains committed to safely caring for our patients, people, and communities. As a result, we have established guidelines for registration and credentialing of Vendor Representatives within our facilities.

Scope

This program applies to all Vendor Representatives who provide goods and / or services, compensated or not, within Sanford facilities.

Definitions

1. Vendor Representative

A Vendor Representative (VR) refers to all supplier personnel, independent contractors, agents, representatives, and all other business partners providing goods and / or services to Sanford. This definition covers a wide range of individuals, including, but not limited to, individuals who provide technical assistance, delivery, distribution, promotion, sales, maintenance and/or training/instruction for supplies, devices, and equipment, sells any items or services, or delivers pharmaceuticals, products, or devices to health care practitioners, physicians, laboratories, patients, etc. (e.g., pharmaceutical representatives, medical device sales representatives, service technicians, delivery/facilities management personnel, distributor representatives, sales representative, etc.).

2. IntelliCentrics SEC3URE

A software solution used by Sanford to assist in the management of VRs compliance with such means as credentialing, communication, badging, reporting, and policy acknowledgement.

Representative Responsibilities

1. Create and maintain a SEC3URE account. Sanford, in conjunction with SEC3URE, will categorize each VR based upon the duties and location access within Sanford facilities. Any questions on which SEC3URE membership category is needed should be directed to Sanford Corporate Compliance.
2. Maintain compliance, based upon categorization, to required credentials, immunizations, education, policy acknowledgment, and other requests as required by Sanford and facilitated via SEC3URE. This includes updating expiring or expired credentials.
3. Immediately update SEC3URE account with any changes regarding employment, including changes in duties and / or clinical areas.

4. Sign in and out of SEC3URE, via kiosk or mobile app, upon each visit at each Sanford facility.
5. Follow the policies and procedures in this document as well as any other relevant policies and procedures implemented by Sanford.

Vendor Certification / Credentialing

Credential requirements are chosen by Sanford based on the categorization of the VR. All VRs are required to submit and comply with the Sanford required credentials noted in their SEC3URE account. This includes completing any required education and / or policy acknowledgment.

Material for credentialing should be submitted in a timely fashion to ensure compliance a minimum of four (4) business days prior to the initial facility visit. Expedite services may be available by contacting SEC3URE.

Sanford credentials may include, but are not limited to:

1. Education;
2. Immunizations; and
3. Policy Acknowledgment.

Sanford may distribute additional policies, education and / or change credentialing requirements at any time. VRs are responsible to monitor their compliance before each facility visit.

Vendor Access

Sanford requires VRs to have a scheduled appointment to gain access to the facility. Furthermore, cold calls, loitering in common areas, or disrupting Sanford physicians and employees is not allowed by any VR.

Access is either approved or denied upon check-in at the facility. If approved, a badge will either print, be given, or be sent as a virtual option on the SEC3URE mobile app. If denied, the result and reasons for denial are documented within SEC3URE and notification will be sent to Sanford. Further action related to access will be determined by Sanford.

VR compliance to Sanford's credentialing requirements is normally demonstrated by way of a badge that is visibly worn on clothing or shown on a mobile device.

Fees

VRs doing onsite business within a Sanford facility shall subscribe to the SEC3URE system for registration. Depending upon the VR categorization, the VR may or may not be required to pay an annual subscription fee for credentialing management. All fees associated with SEC3URE are the responsibility of the VR.

Conduct While at Sanford Facilities

Sanford expects all VRs to review and adhere to Sanford's Vendor Code of Conduct. Specifically, any actual or perceived conflicts of interest must be reported to the Sanford Compliance Department. Specific departments within Sanford may have additional guidelines for VRs to abide by.

The following are prohibited by VRs:

1. Entering patient care areas including procedural areas, emergency departments, care units, outpatient clinics, waiting rooms, and pharmacy dispensing areas without proper authorization;
2. Displaying company advertisements at Sanford facilities or leaving promotional materials unless requested by staff;
3. Making unauthorized visits or loitering;
4. Introducing new products without approval from Supply Chain Value Analysis;
5. Discussing medication therapies or promoting non-formulary medications without approval from Pharmacy;
6. Discussing patient or business proprietary information outside of Sanford;
7. Entering inventory supply rooms without proper escort by Sanford staff;
8. Accessing lounges, locker rooms, or meeting areas without department leadership approval;
9. Attending meetings with patient specific information, quality assurance activities, or risk management issues;
10. Providing direct patient care or attempting to assist in medical decision making;
11. Operating equipment on a patient without explicit written consent from Sanford staff;
12. Accessing secure information without express permission and oversight from department leadership;
13. Providing personal gifts, cash, or incentive programs to Sanford employees; and
14. Wearing of Sanford scrubs or disposable scrubs obtained at a Sanford facility off campus.

Compliance

Failure to comply with Sanford's Vendor Relations and Certification Program may result in disciplinary action, up to and including losing the privilege of continuing business activities with Sanford. Any reported violations by a VR will be investigated.

Sanford reserves the right to deny credentialing to any VR and restrict access to Sanford facilities at any time. Additionally, Sanford reserves the right to limit VR access, in situations and times it deems appropriate, only to VRs who Sanford deems essential to health care operations and / or may establish policies and procedures to limit VR access to certain hospital and clinic areas and locations.