



Children's Hospital Colorado

Guideline for Visitors Who Conduct Business at Children's Hospital Colorado

The following information is provided for (click item to go to section):

- ▶ [Sales Representatives](#) (drug reps, other vendors)
- ▶ [External Reviewers](#) (auditors, case management reviewers, surveyors)
- ▶ [Clinical Research Associates](#)

ALL BUSINESS VISITORS

As a guest of Children's Hospital Colorado (Children's Colorado), it is the business visitor's responsibility to become familiar with and follow Children's Colorado procedures for rules of conduct and interacting with staff.

Upon arrival to the hospital, VendorMate representatives must check in at the VendorMate kiosk and wear the assigned VendorMate badge. All other business visitors must register/check-in and receive a visitor ID badge at the front information desk. Badges, regardless of point of entry, must be worn and be visible at all times while on the Children's Colorado premises.

Upon arrival to a Network of Care site, the business visitor must register/check-in with the [front desk receptionist](#).

At check-in, all business visitors will provide the following: name, work address, work telephone/fax numbers, purpose of visit, and the address, telephone/fax number of the company's main office.

SALES REPRESENTATIVES

VENDORMATE REPRESENTATIVES

- VendorMate – must check in at VendorMate station prior to scheduled meeting. VendorMate Exclusions may include:
 - Catering companies
 - Delivery companies (courier services, FedEx, UPS)
 - Other health care facilities
 - Concierge Services delivery vendors

Risk adjustments can be made for: Vendors claiming a diversity status including minority-owned, women-owned, small disadvantaged-owned and veteran-owned businesses and for small locally-based businesses.

OTHER REPRESENTATIVES

- Drop in visits are not permitted. You must call or email the person you wish to visit ahead of time to schedule an appointment. This includes medical staff members, medical interns and resident staff, department heads and designees.
- Reps are not permitted on the nursing units or any other patient treatment areas, including all exam rooms and laboratories, without a hospital representative escort.
- Samples of drugs and devices are not permitted in any area of Children's Colorado.

Introducing New Products to Children's Colorado

Pharmaceuticals:

- Requests for the addition of new items must be made by a physician on staff with Children's Colorado.
- New drug products must be approved by the Pharmacy and Therapeutics Committee (P&T) before inclusion in the formulary.

Medical-surgical products and equipment:

- New products and/or medical devices must be approved by the appropriate Value Analysis Team before being brought into the hospital for trial use or general use.
- New products and/or medical devices can be introduced or products/devices already in use can be brought before the committee for review by any committee member. Vendors are not allowed to attend Value Analysis Team meetings.
- New products, product changes, and/or complaints about products/equipment can be made directly to the Value Analysis Coordinator or through a member of the committee by anyone on the hospital staff.
- Full product information will be requested from reps, such as availability, ability to be stored, disposable-reusable identification, in-service support availability, durability, other hospital user experiences, environmental impact, and price.

Meals

Food may not be brought in to Children's Colorado Staff. This includes breakfast or lunch meetings with Medical Staff and House Staff to discuss products or educational sessions. Exceptions may be made for approved conferences for Continuing Medical Education according to Children's Colorado policy.

National Group Purchasing Affiliation

Children's Colorado, through Premier Purchasing Partners and CHCA, contracts for pharmaceutical products, medical surgical products, hospital biotechnology equipment, and other healthcare services. Children's Colorado supports the Premier contracts and is committed to them once signed. Children's Colorado will not provide copies of contracts, usage, or prices of any items to any vendor. This information may be obtained from the company's national group bid representative.

Promotional Products

Promotional products such as bubble pens, lotions, soaps or gels, toys or games, are NOT allowed for patient or hospital use.

Security/Confidentiality

All visitors may be exposed to sensitive, privileged, confidential or protected health information belonging to patients, staff, or Children's Colorado. Inappropriately using or disclosing this information is prohibited.

EXTERNAL REVIEWERS AND CLINICAL RESEARCH ASSOCIATES

- At departmental check-in, external reviewers and clinical research associates must sign a visit log and a HIPAA privacy statement
- Surveyors (e.g.: Joint Commission (TJC), CDPHE, FDA) will be escorted to Administration or appropriate staff will be contacted by Visitor Access Associates.
- Auditors must request charts at least 48 hours in advance for post-discharge reviews. For chart requests please contact Release of Information at 720.777.6347.
- Auditors conducting a medical record review, after check-in may go directly to the Health Information Management (HIM) – Release of Information (ROI) office on the first floor of the Administrative Pavilion.
- Auditors/Surveyors/Clinical Research Associates will provide documentation of the medical records to be reviewed.
- Auditors and Clinical Research Associates must comply with all contract requirements regarding access to and release of medical information. Requests for copies of medical records will be managed consistent with hospital policy regarding release of information.
- All paper portions of current inpatient medical records must be reviewed on the unit or in the Administrative Pavilion in the department of the Research Institute or Clinical Trials Organization.
- The Case Manager is the gatekeeper of the paper medical record for current inpatients. The Unit Charge Nurse will fill this role when the Case Manager is not available.
- If the record is not available, auditors may inquire when it will be available or ask the Case Manager to determine a more convenient time.
- Non-governmental auditors (with the exception of TJC) may not contact the patient, family or clinical staff directly while hospitalized, unless requested by the patient, family, or case manager to clarify information regarding insurance or benefits.
- Non-governmental auditors (with the exception of TJC) and Clinical Research Associates are not permitted in patient rooms or in any treatment areas.
- Non-governmental auditors and Clinical Research Associates are not permitted in Children's Colorado before 8:00a nor after 4:30p, unless prior arrangements have been made with the Principal Investigator and Research Staff, HIM Department and Children's Colorado Case Manager.
- Clinical Research Associates must either have an appointment with the study PI or must check in with the Research Institute or Clinical Trials Organization.

VIOLATION OF GUIDELINES

By External Auditors/Reviewers or Surveyors/Clinical Research Associates

- Violation of any of these guidelines may cause the loss of visitation rights and could jeopardize the hospital's contracts with associated payers.
- Auditors and Clinical Research Associates interacting with Children's Colorado staff without authorization:
 - may be prevented from future transactions
 - may be suspended from any future hospital visitations.
 - may be escorted out of the hospital by Security, if necessary

By Sales Reps/Vendors

- Violation of any of these guidelines may cause the loss of visitation rights and could jeopardize the hospital's contracts through group purchasing affiliation.
- Reps interacting with staff without authorization will be escorted from the hospital immediately and may be eliminated from future transactions and suspended from any future hospital visitations. Security may be called on to escort sales reps out if necessary.
- Should Reps bring any drug, product, or piece of equipment into Children's Colorado for use without review and approval of either the Pharmacy or Purchasing and which results in an incident with a patient or hospital employee, as applicable, the Food and Drug Administration (FDA), local health department, and/or Occupational Safety and Health Association (OSHA) will be notified.

IN ALL CASES, THE COMPANY'S HOME OFFICE WILL BE NOTIFIED AND APPROPRIATE ACTION WILL BE TAKEN.

PhRMA Code

Children's Colorado conducts business with visiting Reps in accordance with the PhRMA Code on Interactions with Healthcare Professionals regardless of industry. Access the PhRMA Code at http://www.phrma.org/sites/default/files/108/phrma_marketing_code_2008.pdf

Deficit Reduction Act

The Deficit Reduction Act of 2005 requires that vendors and contractors be informed about our organization's fraud and abuse policies. These are contractual obligations of vendors and suppliers and can be viewed on Children's Colorado website in our Code of Conduct. www.childrenscolorado.org

Please contact the Compliance Program for applicable policies or for questions about these guidelines, at 720.777.2566.

CONTACT LIST Check-In Departments

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| ▪ Administration
720.777.6730 | ▪ Health Information Management (HIM)
Main Dept 720.777.6343 | ▪ Release of Information (ROI)
720.777.6347 |
| ▪ Facilities Operations
720.777.2793 | ▪ Corporate Compliance
720.777.2566 | ▪ Pharmacy
720.777.6705 |
| ▪ Research Institute
720.777.6310 | ▪ Network of Care
www.childrenscolorado.org | ▪ Clinical Trials Organization
720.777.8430 |
| | | ▪ Materials Management
720.777.6350 |

