



Children's Hospital Colorado

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

The following information is provided for vendor and business representatives both existing and prospective

ALL VENDOR OR BUSINESS REPRESENTATIVES

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

Vendor reps are strongly encouraged to enroll in RepTrax to facilitate their access to CHCO. Upon arrival, those vendor reps that have enrolled in RepTrax may check in at the RepTrax kiosk where they can obtain a RepTrax badge. All other business visitors must be screened and registered at the front Information Desk, where they will receive a temporary ID badge. Badges, regardless of point of entry, must be worn and be visible at all times while on the CHCO premises.

Upon arrival at a Network of Care site, vendor reps must register/check-in with the front desk receptionist.

At check-in, all business visitors and vendor reps 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. For the purpose of visiting certain patient treatment areas, vendor reps may be obliged to provide immunization records and, during certain periods of high acuity, vendor reps may also be obliged to provide travel history. It is for this reason that pre-registration with RepTrax is highly recommended.

Representatives for certain contracted providers of routine/recurring services may be badged for multiple entry and are therefore exempt from the above procedures. This would include courier service delivery personnel, linen services personnel, and caterers (as their activities are typically restricted to public areas).

As a general rule:

- Drop-in/unscheduled visits are not permitted. Vendor reps must call or email the CHCO staff member that the rep wishes to visit ahead of time to schedule an appointment. This includes medical staff members, medical interns and resident staff, department heads and their designees.
- Reps are not permitted on the nursing units or any other patient treatment areas, including all exam rooms and laboratories, without a CHCO representative escort.
- Samples and prototypes are not permitted in any area of CHCO unless pre-authorized by a member of CHCO's Value Analysis Team (VAT).

INTRODUCING NEW PRODUCTS TO CHCO

Pharmaceuticals:

- Requests for the addition of new items must be made by a physician on staff with CHCO.
- New drug products must be approved by the Pharmacy and Therapeutics (P&T) Committee before inclusion in the CHCO formulary.

Medical-surgical products and equipment:

- New products and/or medical devices must be approved by the appropriate VAT before being brought in for trial or general use.
- New products and/or medical devices can be introduced or products/devices already in use can be brought before the VAT committee for review by any committee member. Vendor reps are not allowed to attend VAT meetings.
- New products, product changes, and/or complaints about products/equipment can be made directly to a VAT coordinator or through a member of the committee by anyone on the CHCO staff.
- Vendor reps must be able to address any and all information requests related to their products, including without limitation: storage requirements and options, disposable-reusable identification, in-service support availability, durability, other hospital user experiences, environmental impact, and price.

Meals

Food, beverage and other considerations may not be provided to CHCO 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 per CHCO policy.

Promotional Products

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

Pricing Confidentiality

CHCO will not provide copies of existing contracts or prices to prospective/alternative vendors. If a prospective vendor is asked to submit a response to a Request for Proposal (RFP), its response - and those of all other prospective vendors - will be held in confidence.

Patient and Staff Confidentiality

All visitors may be exposed to sensitive, privileged, confidential or protected health information (PHI) belonging to patients, staff, or CHCO. Inappropriately using or disclosing this information is strictly prohibited.

EXTERNAL REVIEWERS

- Surveyors (e.g., Joint Commission (TJC), CDPHE, FDA) will be escorted to a conference room by designated staff who will be contacted by the Information Desk staff according to the [Visits by Inspectors, Surveyors, External Auditors, and Reviewers](#) policy.
- Auditors conducting a medical record review will check-in at the Human Resources Department reception desk on the 6th floor of the CHCO Village Pavilion building where they will be met by the Revenue Integrity Department Charge Capture/Billing Auditor or a representative from Health Information Management (HIM) who will supervise the external auditor's activities. The auditor may also contact the HIM representative directly by phone.
- Non-governmental auditors (with the exception of TJC) may not contact the patient, family or clinical staff directly unless requested by the patient, family, or case manager to clarify information regarding insurance or benefits.
- Non-governmental auditors (with the exception of TJC) are not permitted in patient rooms or in any treatment areas.
- Non-governmental auditors are not permitted in CHCO before 8:00a nor after 4:30p, unless prior arrangements have been made.

VIOLATION OF GUIDELINES

- Violation of any of these guidelines may cause the loss of visitation rights.
- Reps interacting with staff without authorization will be escorted from CHCO immediately and may be eliminated from future transactions and suspended from any future visitations. Security may be called to remove vendor reps if necessary.
- Should Reps bring any drug, product, or piece of equipment into CHCO for use without review and approval of either Pharmacy or Purchasing which then results in an incident with a patient or CHCO employee/staff member, 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

CHCO 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/principles-guidelines/code-on-interactions-with-health-care-professionals>

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 CHCO website in our Code of Conduct. www.childrenscolorado.org

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| ▪ Administration
720.777.6730 (Anschutz)
719-305-7123(CHCO-COS) | ▪ Quality/Patient Safety
720.777.5727 | ▪ Network of Care www.childrenscolorado.org | |
| ▪ Facilities Operations
720.777.2793 (Anschutz)
719-305-9477(CHCO-COS) | ▪ Corporate Compliance
720.777.2566 | ▪ Pharmacy
720.777.6705
719-305-7034
(CHCO-COS) | ▪ Materials Management
720.777.6350 (Anschutz)
719-305-7014 (CHCO-COS) |

