(A) Policy Statement

Private vendor random visits, scheduled contacts, will follow specific guidelines.

(B) Purpose of Policy

Remain knowledgeable of services and resources available to patients and their families. To ensure appropriate use of staff time, protect personnel and space privacy, and adhere to Health Insurance Portability Accountability Act (HIPAA) confidentiality rules.

(C) Procedure

1. Vendor Visits
   > All vendors are required to sign in and out through the Outcome Management (OTM) Office MLA 241, and adhere to the hospital wide vendor policy.
   > All vendors who visit the OTM Department or conduct business with staff on floors must be wearing their employer identification badge and the Vendor/Visitor Permit that is obtained when they sign in.
   > Visitors are not permitted to freely access the department mailboxes or inside area. Vendor Updates/Brochures are to be placed in the mailboxes in the Outcome Management Office MLA 241 and will be given to staff as needed.
   > When vendors are present they must be here based on a referral from Outcome Management Staff due to an order made by the physician.
   > Vendors are not permitted to randomly “visit” staff in the acute care units. Visits for patient business should be arranged with the OTM staff.

2. Gifts of any value are not acceptable, what is acceptable include:
   > Brochures and flyers that depict services offered.
   > Information regarding changes or updates on resources or services offered.
   > Hours of operation and pertinent phone numbers.
Policies Superseded by This Policy: 17-24 Vendor Guidelines

It is the responsibility of the reader to verify with the responsible agent that this is the most current version of the policy.