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Owner	Ximena Restrepo: Compliance and Privacy Partner
Area	Compliance
Applicability	Logan System

Vendor Representative - Visits/Appointments and Check-in, A324

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PURPOSE

To establish a clear policy for managing vendor access to clinical areas, using mandatory check-in procedures to protect the safety and security of everyone at Logan Health Facilities.

POLICY

All vendors visiting Logan Health Facilities must follow approved check-in procedures, including obtaining and displaying their vendor access credentials while on campus.

PROCEDURE

Vendor Access and Mandatory Check-in

1. Medical Equipment and Pharmaceutical Vendors/Sales Representatives

A. Vendor Scheduled Visits Only: Unannounced visits or "cold calls" are prohibited.

B. New vendor/sales representative appointment request: Request is reviewed by Materials Management and the operational or business unit leader(s) before granting or denying the request.

- **Collect information:** Ask vendor/sales representatives for a business card

and information on the product/service they are seeking to present/ introduce.

- **Vetting request:** Inform them that their request to schedule an appointment or training/educational activity will be internally vetted prior to confirmation (e.g., nature of visit, business need).
- **Scheduling:** Clearly communicate that unannounced visits or drop-ins are prohibited and require pre-approval and confirmation.
- **Non-compliant vendor conduct:** Any vendor representative on campus without proper authorization will be asked to leave at once. Failure to do so will result in an escort off the premises by a staff member or security (see vendor misconduct section below).

C. Denying appointment requests: Appointment requests from potential vendors/sales representatives can be denied due to attempting to market an irrelevant or existing product /service for which there is no current need, a perceived or real conflict of interest, unprofessional or disruptive behavior (e.g., "back-door" selling, failure to request appointment, or attempting to access the facility without pre-scheduled appointment approval, etc.), patient safety and security concerns, lack of proper identification, infection control protocols, and violations of Logan Health policies & procedures.

D. Granting appointment requests: Ensure you document your approval through the appropriate channels in order to create a clear audit trail (event tracking system, email communications, calendar schedule, completed Symplr vendor credentialing process, etc.)

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2. Contracted vendors and providers

This may include contracted individuals for construction projects, contracted providers (e.g., travel nurses, respiratory therapist, etc.), and service and maintenance contracts for goods and supplies.

A. Non-clinical contractors – must obtain a vendor identification badge with the Security Badging Office, and check-in with Plant Operations prior to initiating any work (see *Security Management Program, EC270*).

B. Clinical contractors – must go through the formal medical staff credentialing onboarding process and contract management process before given access to practice and appropriate access badge and as per Medical Staff Credentials, MS110.

C. Product/Supply/Materials Management contractors – must go through the formal vendor credentialing process to obtain their Symplr vendor access badge sticker as per specific Logan Health facility to wish they wish to access and gain access to the necessary areas of the hospital that they will be visiting. Vendors are also

encouraged to wear their company ID badge when on Logan Health Facilities. Contractors that qualify for Logan Health access badge will be routed to the Security Badging Office.

Vendor Responsibilities

1. **Respectful behavior:** Vendors must comply with all hospital policies and procedures prioritizing patient safety, privacy, and confidentiality, and are expected to act in accordance with the organizational Code of Conduct and core values while conducting business on Logan Health premises.
2. **Appointments:** Medical equipment and pharmaceutical representatives must make appointments prior to visiting any member of Logan Health, including physicians. Visits are only to those Logan Health personnel with whom the appointment was made.
3. **Sales activities:** It is strongly encouraged for new product introductions to be presented to the Supply/Materials Management Department and the operational leader to review contract implications prior to clinical presentations.
4. **Vendor badge and identification:** Vendors must prominently display their name badge and company affiliation at all times within the organization. Symplr credentialed vendors must register and obtain a daily Symplr vendor sticker at the time of arrival through the Symplr kiosks and/or registration computers at approved registration points. Other non- Symplr credentialed vendors are to be directed to the Security Badging Office to obtain any facility access or replacement badge.
5. **Access to Operative Room Areas:** Vendors granted access to the operating room area for the purpose of offering technical support and advice on the use of vendor's products are required to complete additional requirements outlined in *policy OR809 and SS164w*.
6. **Access to other clinical areas:** Vendors granted access to other clinical areas are limited to consultation or provide the appropriate technical support to a specific product, or service support that is essential to patient care.

Prohibited Activities

1. **Patient contact:** Vendors may not socialize, interfere, or engage with patients unless they are specifically authorized or given permission to do so.
2. **Unauthorized access:** Vendors may not enter unauthorized and/or restricted areas such as patient rooms, patient waiting areas, supply closets without being escorted as this poses significant privacy and security risks.
3. **Soliciting or accepting gifts, meals, and entertainment:** Bringing gifts or food for any Logan Health staff member or business unit, which could compromise hospital employees, the vendor, and the interests of Logan Health is prohibited, unless it is an approved vendor courtesy that is in conjunction with training and/or educational activity and supersedes any recreational or entertainment value. See *Business Vendor Gifts and Entertainment, A334*.

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4. **Promotion of drugs and drug samples:** Promotion of drugs, distribution of prescription samples provided by a vendors/sales representative to patients and staff, and any other unethical marketing practices is prohibited.
5. **Promotional items and printed materials:** Distribution of unsolicited materials or selling products without approval is prohibited. Educational printed materials such as brochures or flyers must be approved by the department leader and/or the Compliance Department before distribution to ensure accuracy and compliance with relevant laws and regulations.

Vendor Misconduct Reporting

1. Any vendor who violates the code of conduct and organizational values, law, or contract terms should be immediately reported to the compliance and legal teams for review and further assistance.
    1. For non-clinical approved contracted vendors: please notify the contract management department and/or supply/material management department for Symplr credentialed vendors as applicable.
    2. For Clinical approved contracted vendors and providers: please notify the medical staff and legal departments.
2. Violation of this policy will result in actions up to and including the removal of the vendor from the approved vendor list and will be reported to the Materials Management, Security Badging Office, Compliance, and Legal departments.

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DEFINITIONS

Logan Health Facilities and Property – includes all inpatient and outpatient facilities, Logan Health Medical Center (LHMC), Logan Health Whitefish, Logan Health Brendan House , Logan Health Behavioral Health, Logan Health Cut Bank, Logan Health Shelby, Logan Health Chester, Logan Health Conrad, The Radiation Oncology Center, The Summit Medical Fitness Center, and other on and off campus clinics and office buildings, all other space and facilities owned or leased by Logan Health.

Vendors - Current vendors and potential business vendors include any individual and entity who is not employed by Logan Health.

REFERENCES

PhRMA Code on Interactions with Healthcare Professionals

AdvaMed Code of Ethics

Office of The Inspector General (OIG) Compliance Program Guidance for Pharmaceuticals Manufacturers

Code of Conduct, A302

Vendor Representative - Hospital Visits/Appointments, OR809

LHW Vendors in the Operating Room, SS164w

LHW Vendor Credentialing - Hospital Visits/Appointments

Business Vendor Gifts and Entertainment, A334

Security Management Program, EC270

Drug Samples, PHA2340

Approval Signatures

Step Description	Approver	Date
Final Admin Approval	Robyn Whalen: Vice President (VP), Chief Compliance Officer (CCO	04/2026
Policy Committee	Kelly Stimpson: Associate General Counsel	04/2026
Reviewer 2	Amber Simonds: System Director Privacy	04/2026
Owner	Ximena Restrepo: Compliance and Privacy Partner	03/2026

Applicability

Logan Health (locations excluding LHMC), Logan Health Chester, Logan Health Conrad, Logan Health Cut Bank, Logan Health Medical Center, Logan Health Shelby, Logan Health Whitefish