



Dear Vendor Representative,

With the signing of the enclosed attestation, and completion of ALL credentials we welcome you as a vendor representative to UCLA Health where we are committed to maintaining the highest ethical standards in clinical and business practices.

Vendors and their representatives are responsible for meeting the standards defined by UCLA Health.

The purpose of this letter is to remind you of these expectations and to notify you of UCLA Health's initiative to evaluate vendor representatives' conduct. Violations of our policies and standards outlined in this attestation by any vendor representative at UCLA Health facilities is considered misconduct and will lead to disciplinary action, up to and including, termination of access and/or termination of vendor contract. UCLA may also take further legal action as appropriate.

UCLA Health's vendor management process is maintained by IntelliCentrics (*formerly Reprax*). All vendor representatives must register with IntelliCentrics, complete all credentialing requirements, and comply with the following when visiting a UCLA Health location:

Onsite Visits

All vendor representatives who wish to visit any of our locations must have a scheduled appointment with a specific UCLA Health workforce member *prior* to coming onsite. Unscheduled or "cold call" visits are NOT permitted, and access is restricted to the date and area or person specified in the appointment.

Hours of Visitation

Vendor representatives who are visiting for purposes of marketing products to the hospital, and who are not delivering, servicing or providing technical advice on a specific product that is already under contract, are permitted onsite only from Monday through Friday, 8:00AM to 5:00PM, for the scheduled time of their visitation.

Access to Facility

Prior to visiting any UCLA Health facilities, vendor representatives must have all assigned requirements complete and up to date, which include:

- Registration in IntelliCentrics' portal prior to visiting any of our locations;
- Confidentiality agreement for non-workforce members (Appendix A);
- Required trainings and policy attestations;
- TB test and vaccinations as required by UCLA Health; and
- Additional forms required by IntelliCentrics' portal which can include trainings, organization wide communication acknowledgment, and/or policy review.



Vendor representatives must enter our facilities through public entry points and follow facility guidelines once onsite. Vendor representatives are confined to public areas unless they are meeting with a UCLA Health workforce member with whom the vendor representative has an appointment.

Restricted areas include, but are not limited to:

- All patient care areas, including surgery/operating rooms
- Interventional suites
- Conference rooms
- Physician/staff locker rooms or lounges
- Supply processing or storage areas

Vendor representatives are strictly prohibited from entering any physician or staff lounges, locker rooms, or private staff dining areas for any reason.

Signing In to IntelliCentrics

Vendor representatives must check in to IntelliCentrics' portal prior to proceeding into our facilities. Information entered in the portal must be accurate and free of spelling errors. Vendor representatives must specify the name and department of the UCLA Health workforce member extending the invitation. It is a vendor representative's responsibility to ensure all credentials are up to date prior to coming onsite. There will be NO exceptions to allowing a vendor representative to enter UCLA Health facilities without the proper IntelliCentrics badge.

Signing Out of IntelliCentrics

Vendor representatives must sign out of IntelliCentrics' portal at the end of each visit and return all UCLA Health issued scrubs. Failure to return scrubs will result disciplinary action, including suspension of access to all UCLA Health facilities.

ID Badges

Vendor representatives must wear a UCLA Health issued vendor ID badge *and* their official company badge while on UCLA Health premises. The badge must be visible, up-to-date, and accurate. Under no circumstance is a vendor representative allowed to get a visitor badge.

Communications

Vendor representatives may not solicit or approach UCLA Health workforce members, faculty, patients or patient families for the purpose of conducting business. This applies to all areas of UCLA Health, both public and restricted, including surgical suites, waiting rooms, and the health system cafeterias. This applies all other forms of communication.

Marketing Materials & Communications

Vendor branded marketing materials emailed to UCLA Health workforce members is prohibited. In addition, such materials should not be left at UCLA Health facilities or with UCLA Health workforce members. This includes, but is not limited to, promotional surveys, solicitations, and email advertisements. Additionally, vendor representatives are prohibited from displaying their products. This applies to all areas of UCLA Health, both public and restricted, including waiting rooms, and health system cafeterias.



Surgical Suites and Operating Rooms

Vendor representatives may assist in the surgical suite by invitation only. Vendor representatives are not considered part of the primary patient care team, and their involvement must be limited in scope. All vendor representatives entering the OR must show their IntelliCentrics and Company badge to UCLA Health clinical staff prior to entering the area.

Vendor Representatives are responsible for collecting all items and materials at the end of each case. UCLA Health is not responsible for any items left behind.

Vendor representatives who are permitted in the surgery suite must be in satisfactory health (free of communicable diseases, have no fever, cough, or runny nose). Vendor Representatives must be respectful when invited to observe the surgical on suite, and only to enter the OR when the patient has been intubated and covered.

UCLA Health workforce members reserve the right to ask any vendor representative to leave the premises at any point in time. If the vendor representative does not abide by the requests immediately, disciplinary action will be taken.

Loaner Trays & Instruments

All vendor representatives must abide by UCLA Health's policies related to trays.

- For scheduled elective cases, loaner trays/instruments and/or non-stocked implants must follow FDA guidelines (ex 21 CFR 801) and AORN/AAMI recommended practices.
- To include but not limited to:
 - Inventory count sheets must accompany loaner trays and instruments upon arrival,
 - Instructions for use (IFU's) must be provided,
 - Trays received must not exceed 25lbs,
 - Trays received must be clean and free of debris,
 - In-services must be available upon request prior to scheduled cases(s)
- Loaner trays/instruments and/or non-stocked implants are requested to be received into the hospital no less than 24 hours before the time of the scheduled operative procedure.
- If surgical items are received in less than 24 hours prior to the time of the scheduled operative procedure or emergently, their use during the case will be based on the best interest of the patient and the acuity of the surgical diagnosis.

Tissue Handling

Vendor representatives must adhere to all applicable local, state, and federal tissue handling and transporting best practices, standards, laws, and regulations. In addition, our tissue handling and transporting policies and procedures are applicable.

Pharmaceutical Vendors Representatives

Vendor representatives are not permitted in any pharmacy practice area except to provide in-service training or support on devices or other equipment already purchased. Under those circumstances, vendor representatives are allowed only by prior appointment approved by Pharmacy Administration.



Workplace Violence Prevention & Disruptive Behavior

Vendor representatives must adhere to our workplace violence prevention, and disruptive behavior policies and complete all required training.

Acts or threats of physical violence, including intimidation, harassment or coercion, which affect UCLA Health or which occur on UCLA Health property will not be tolerated.

Intimidating and disruptive behaviors can foster medical errors, contribute to poor patient satisfaction, adverse outcomes, increased costs of care, employee turnover and result in overall poor quality of care. These behaviors can also contribute to a negative and hostile working environment. Safety and quality of patient care is dependent on teamwork, communication, and a collaborative work environment. Overt and passive disruptive behaviors can undermine team effectiveness and can compromise the safety of patients and workforce members. All intimidating and disruptive behaviors are unprofessional and unacceptable. To assure quality and to promote a culture of safety, UCLA Health does not tolerate disruptive behavior, including behaviors that are abusive or bullying, particularly ones that impact patient care.

Health Equity, Diversity, & Inclusion

At UCLA Health, we believe a diverse and inclusive health care workforce and environment results in better care, service and health outcomes for our patients. We also believe that our commitment to equity, diversity and inclusion will result in greater productivity, innovation and engagement of our staff and patients. Vendor representatives are expected to promote a supportive and inclusive environment at all times.

Proper Attire

Vendor representatives must be dressed in appropriate attire while onsite. Vendor representatives entering surgical suites and operating rooms must wear newly issued UCLA Health scrubs. **Scrubs must be returned to the hospital after each use.** Failure to return scrubs will result in disciplinary action, including suspension of access to all UCLA Health facilities.

Access to Patient Information

All vendor representatives must comply with federal and state regulations related to protecting and keeping confidential Protected Health Information (PHI). Queries or discussions regarding patient treatment or surgical procedures must be professional and limited to the specific patient and surgery with which the vendor representative has been requested to assist. These discussions should not occur in public spaces. Vendor representatives may not *independently* view patient charts, records, or operating schedules.

Gifts and Promotional Materials

Vendor representatives are expected to comply with our policies related to gifts. Gifts from vendor representatives directly to any workforce members are prohibited. As such, vendor representatives may not provide gifts or promotional materials to UCLA Health workforce members, faculty, or patients and their families. This includes stationary, vouchers, pamphlets, booklets, meals, cash, tickets, and any other free or discounted item(s).

In instances where vendors or their representatives wish to provide a gift in support of our mission, a donation can be made to UCLA Health through the Development Office.



Evaluations, Samples, and Loaners

All product samples and loaner equipment must go through the Procurement and Strategic Sourcing evaluation process *before* being brought onsite. Delivery of approved loaner equipment must be arranged to allow adequate time for UCLA Health to perform all necessary tests and approve the equipment for use. Vendors are responsible for damages and routine repairs, as well as removal of the loaner equipment. Failure to obtain approval for non-formulary products, UCLA Health will consider the item (s) as donated and will not issue invoice payment for unapproved items.

The expectations listed above are subject to change.



All vendor representatives conducting business with UCLA Health must confirm that they have reviewed the UCLA Health expectations by completing the attestation found below.

Vendor Representative Acknowledgements:

- I acknowledge receipt and review of the UCLA Health Vendor Representative attestation.
- I confirm that my information and contact in IntelliCentrics is up-to-date and accurate.
- I confirm that my manager’s information and contact in IntelliCentrics is up-to-date and accurate.
- I understand that I am responsible for keeping my information and my manager’s information up-to-date in IntelliCentrics should there be any changes.
- I have reviewed the requirements outlined in this attestation and am aware of the expectations UCLA Health has for vendor representatives and their respective employer.
- I understand that failure to abide by these requirements may result in penalties, including revocation of access to all UCLA Health facilities for myself and my employer, as well as discontinuation of any business relationship by UCLA Health.

The attestation must be reviewed and acknowledged via IntelliCentrics before conducting business at any UCLA Health facility.

Vendor representatives who fail to complete an attestation will be suspended from access.

Thank you,

Johnese Spisso, President and CEO
 Rick Harrison, Chief Medical Officer: Ronald Reagan
 Philip Levin, Chief Medical Officer: Santa Monica Hospital
 Karen Grimley, Chief Nursing Officer

Don Parks, Procurement Director
 Robert Cherry, Chief Quality Officer
 Hanin Qattan, Compliance Programs, Strategies, and
 Risk Informatics Manager