November 5, 2018

Dear Vendor Representative,

UCLA Health is 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 representative conduct in the coming months.

All vendor representatives must register with IntelliCentrics (formerly Reptrax), complete all credentialing requirements, and comply with the following when visiting a UCLA Health location:

**Onsite Visits**

All Representatives who wish to visit a UCLA Health or David Geffen School of Medicine location must have a scheduled appointment with a specific UCLA Health 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**

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 invitation.

**Access to Facility**

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

Restricted areas may include:

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

**Signing In to IntelliCentrics**

Representatives must check in to IntelliCentrics prior to proceeding into the hospital. Information entered into IntelliCentrics must be accurate and free of spelling errors. Representatives must specify the name and department of the UCLA Health member extending the invitation.

**Signing out of IntelliCentrics**

Representatives must sign out of IntelliCentrics at the end of each visit and return all UCLA Health issued scrubs. Failure to return scrubs may result in suspension of access to all UCLA Health facilities.

**ID Badges**

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.

**Onsite Communications**

Representatives may not solicit or approach UCLA 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.

**Electronic Communications**

Marketing transmissions to UCLA Health email accounts are prohibited. This includes promotional surveys and email advertisements.

**Surgical Suites and Operating Rooms**

Representatives may not participate in patient care. Representatives who are permitted in the surgery suite must be in satisfactory health (free of communicable diseases, have no fever, cough, or runny nose).

**Proper Attire**

Representatives must be dressed in appropriate attire while onsite. Representatives entering surgical suites and operating rooms must wear newly issued UCLA Health scrubs.

**Scrubs must be returned to the hospital after each use.**

**Access to Patient Information**

**All 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 limited to the specific patient with which the representative has been requested to assist. Representatives may not *independently* view patient charts, records, or operating schedules.

**Gifts and Promotional Materials**

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). Additionally, Representatives are prohibited from displaying their products. This applies to all areas of UCLA Health, both public and restricted, including waiting rooms and hospital cafeterias.

**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.

The expectations listed above are subject to change.

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

**This attestation must be completed within the next 30 DAYS.**

Representatives who fail to complete an attestation by December 5, 2018 will be suspended from access.

Thank you,

Johnese Spisso, President and CEO

Eimee Miura, Chief Procurement Officer

Rick Harrison, Chief Medical Officer: Ronald Reagan

Philip Levin, Chief Medical Officer: Santa Monica Hospital

Karen Grimley, Chief Nursing Officer

Robert Cherry, Chief Quality Officer

Derek Kang, Chief Compliance Officer