

<b>Policy Name:</b> Vendor Access and Credentialing	
<b>Originating Officer (Title), Council, or Committee:</b> SVP, Supply Chain Management	<b>Effective Date:</b> 04/03/2017
<b>Approved By:</b> System Performance Council	<b>Last Reviewed Date:</b> 04/03/2017
<b>Page 1 of 8</b>	

**1.0 Scope:**

**1.1 Applicable Entities:**

This policy applies to Texas Health Resources and its member entities and excludes the Texas Health joint venture entities.

**2.0 Purpose:**

- 2.1 To define the process whereas vendors/contractors may access THR hospitals in compliance with various legal/regulatory standards of industry practice.
- 2.2 To define the role and responsibilities of each THR facility in using the THR vendor management system as it relates to the health care industry representative, including the registration process, authorization process and appropriate levels of credentialing.

**3.0 Policy Statement:**

- 3.1 To maximize the privacy and security of patients, staff, visitors and Protected Health Information, Texas Health Resources will allow access to only those health care industry representatives (HCIR) registered and credentialed, at the appropriate level, through the vendor management system. Before a HCIR is permitted to conduct business/service at any THR facility, he/she will demonstrate compliance with the vendor management process outlined within this policy.

**4.0 Policy Guidance:**

**4.1 Vendor Credentialing**

- 4.1.1 Texas Health Resources will utilize a single credential verification service. The system will be a web-based credentialing verification system. Utilizing a vendor management system will allow Texas Health Resources to stay compliant with Joint Commission recommendations, confirm HCIR credentials, track representatives in and out of Texas Health facilities, manage and monitor real time HCIR activity in THR hospitals and run history reports.
- 4.1.2 All HCIR must register online with the THR selected vendor management system and complete the credentialing process to gain access into THR facilities. Exceptions include:

- a. Delivery Vendors such as: floral delivery, medical couriers, lab delivery/pick-up, postal service employees including but not limited to UPS, FedEx, and USPS.
  - b. Delivery vendors should be recognized by a uniform and company name badge. They are not allowed access to restricted or patient care areas.
  - c. Construction, maintenance, and repair contractors working on construction, maintenance, or repair projects under the terms of a Master Agreement or Service Agreement. Contractors working on hospital campuses shall meet the entity construction policy (if applicable) and the specific terms and conditions of the Master Agreement or Service Agreement between the contractor and THR. The contractor shall be responsible for all persons, vendors, suppliers, and subcontractors employed through or working in conjunction with the contractor and shall issue proper identification to all persons working on the project site as well as providing proper training in accordance with the terms and conditions of the Master Agreement or Service Agreement. All personnel working under the responsibility of the contractor shall be required to wear unique photo identification at all time when on the hospital campus.
  - d. Patient Care Advocates hired by the patient or family and listed as the patient advocate on the *Authorization for Verbal Release of Protected Health Care Information*.
  - e. Emergency medical services personnel who interview / meet with Texas health hospital patients in connection with an arrangement involving a mobile community health program between the hospital and the applicable city.
- 4.1.3 First time HCIR will be given the necessary information to register online with the THR selected vendor management system by the department HCIR contacts.
- 4.1.4 The HCIR represents and warrants to THR that HCIR will provide accurate, truthful, and current proof of the required documents and credentials.
- 4.1.5 Upon completion and review of registration and submission of required documentation, the HCIR will be approved within the THR system to conduct business by the online vendor management system. Requests

for exemptions will be reviewed by the THR System Administrator or Facility Administrator for final determination.

- 4.1.6 Approved HCIR are permitted to conduct business within THR facilities by means of appointments or requests, scheduled in advance.
- 4.1.7 Approval within the THR Vendor Management System is not validation of an approved contract for services or products within the THR system.
- 4.1.8 Acknowledgement of THR's Business Ethics and Compliance Program, Deficit Reduction Act of 2005, Vendor/Visitor Confidentiality Statement and Related Policies and Procedures must be reviewed by all HCIR regardless of their category, as part of the credentialing process. This is accomplished through the online vendor management site and THR's vendor compliance website located at [www.TexasHealth.org/VendorCompliance](http://www.TexasHealth.org/VendorCompliance).

#### 4.2 Procedure for HCIR Check In

- 4.2.1 Upon arrival to a THR facility, the HCIR must check in at the facility designated department location or kiosk.
- 4.2.2 Vendor access will be approved if the THR employee checking the vendor in is able to confirm the vendor is approved and all requirements have been met.
- 4.2.3 A printed temporary photo identification badge dated with the current date will be worn in plain sight while in the hospital. The badge will be provided at the hospital access point. If the vendor checks in through a kiosk point, a badge is only printed from the system if the HCIR is approved within the system and current with all requirements.
- 4.2.4 The HCIR will also wear, in plain sight, their company identification badge, if applicable.

#### 4.3 HCIR Credentialing Requirements

- 4.3.1 Texas Health Resources requirements are listed on the online website. A vendor will be prompted to complete the applicable registration based on their responses to the Scope of Services questionnaire. The questionnaire ensures HCIR are in the category that best fits them based on their job description and destination within THR facilities.
- 4.3.2 Currently there are two recognized HCIR membership options.

- a. Base Membership – No fees are required. The online system does not do any managing of credentials for these HCIR, but they can use the system to sign in and out of facilities for tracking purposes. Base membership does not require proof of immunizations, insurance or certifications.
  - b. Premium Membership – Annual fee is required. The vendor management system will manage the required documents deemed necessary by THR for HCIR. The system will also track their visits. Premium membership does require proof of immunizations, insurance, training, and certifications.
- 4.3.3 A professional profile photo is required for all HCIR registered with THR.
- 4.3.4 To help maintain a level of consistency throughout THR, requirements are set at the system level. This includes policies and credentials for all HCIR regardless of membership option.
- 4.3.5 THR follows the CDC’s (Centers for Disease Control) immunization recommendations for those who work in a healthcare environment. These include: Varicella (Chickenpox), Hepatitis B, Seasonal Flu, MMR, and TDaP and testing.
- 4.4 Failure to Comply with Policy
- 4.4.1 The presence of a HCIR on site without proper identification will result in immediate removal from the campus.
  - 4.4.2 Repeated failure and/or refusal to comply with these requirements may result in the permanent removal of the HCIR from doing business within THR facilities. This will be managed by and at the discretion of the System Administrator within THR based on entity communication.
- 4.5 Entity Users
- 4.5.1 THR staff with responsibility for checking HCIR in and out of facilities and validating requirements, may request access to the vendor management system through their Facility Administrator or the System Administrator.
  - 4.5.2 Users unable to view the HCIR primary documents must notify their Facility Administrator, for the information.
  - 4.5.3 HCIR information is treated as confidential information by users.
  - 4.5.4 In the event of badge printer failure, entity users will supply a handwritten

badge for the HCIR to wear for the duration of their visit.

- 4.5.5 Entity users may allow access to HCIR out of compliance by entering an override code in the system. The override code should be used with discretion and documentation as to the reason. Each HCIR is allowed only one override in a twelve month period. The override code is set by the THR System Administrator. The System Administrator and Facility Administrator have the ability to track overrides within the system.
- 4.5.6 HCIR who have entity issued badges are required to check in and out with every visit to a THR facility. Failure to comply may result in restriction of access to THR facilities.
- 4.5.7 HCIR checked in to any THR facility must check out once their business is complete. Failure to check out will create a negative representative score in the system.
- 4.5.8 In the event the vendor management system website is down, vendors will be logged in and out of the hospital manually and identification badges will be handwritten.

## **5.0 Definitions:**

- 5.1 Facility Administrator - Facility Administrator is responsible for managing the individual users within their facility, user access, facility communication, training and managing vendor disputes.
- 5.2 Health Care Industry Representative (HCIR) - A health care industry representative (Vendor) is defined as any individual, who sells, promotes, installs, repairs, or gives training and advice concerning medications, medical devices, systems and procedures. It includes all persons working in health care settings. The personnel may include but are not limited to emergency medical service personnel, suppliers, autopsy personnel, nurses, nursing aides or assistants, technicians, therapists, pharmacists, students and trainees, contractual staff not employed by the health care facility, and persons not directly involved in patient care but potentially exposed to infectious agents (e.g., dietary, clerical, housekeeping, maintenance, volunteer personnel, and contractors directly contracted by THR) Maintenance & Construction Contractors working directly for a hospital department shall follow the policy for HCIR check in and identification.
- 5.3 THR System Administrator - The System Administrator is the individual responsible for the Vendor Management System within THR facilities including but not limited to: training, vendor approvals, communication, user access, and maintenance of system requirements.

## **6.0 Responsible Parties:**

### **6.1 Corporate Supply Chain Management**

**6.1.1** Responsible for maintaining a level of consistency throughout the organization by establishing the HCIR requirements and settings within the web-based credentialing verification service.

### **6.2 Entity Environment of Care Department**

**6.2.1** Responsible for the compliance of the vendor access and credentialing process.

## **7.0 External References:**

**7.1** Centers for Disease Control and Prevention (CDC) General Recommendations on Immunizations and Immunizations on Health-care Personnel. Available online at: [www.cdc.gov/vaccines/pubs](http://www.cdc.gov/vaccines/pubs).

**7.2** Joint Commission Sentinel Event Alert, Issue 45 Preventing Violence in the Health Care Setting. Available online at: [www.jointcommission.org/sentinelevents/sentineleventsalert/sea\\_45.htm](http://www.jointcommission.org/sentinelevents/sentineleventsalert/sea_45.htm).

## **8.0 Related Documentation and/or Attachments:**

**8.1** Attachment A - Vendor Process, for detailed information specific to the use of the Vendor Credentialing Management system within Texas Health Resources.

## **9.0 Required Statements:**

Not Applicable

## Reprax Process

### 1.0 Reprax Vendor Management System

Reprax is a web driven software service that aids in the credentialing and monitoring of sales/service representatives in healthcare environments. With the purchase of Vendor Clear and Status Blue in 2010, Reprax is the nation's largest online vendor management system. Texas Health Resources (THR) partnered with Vendor Clear in May, 2006 and transitioned to Reprax in June, 2011. Reprax is the THR system standard.

### 2.0 Health Care Industry Representative (HCIR) Process

- 2.1 All HCIR (Health Care Industry Representatives) will register with Reprax using the online process located at: [www.reprax.com](http://www.reprax.com)
- 2.2 HCIR will receive advance notification of expiring credentials and requirements directly from the Reprax system to maintain their approval status.
- 2.3 HCIR who have entity issued badges are required to check in and out with every visit to a THR facility. Failure to comply may result in restriction of access to THR facilities.
- 2.4 HCIR checked in to any THR facility must check out once their business is complete. Failure to check out will create a negative representative score in the Reprax system.

### 3.0 THR Entity User Process

- 3.1 Entity users can find the HCIR in the Reprax system by using the individual's name, e-mail address, Vendor Company, or Reprax ID.
- 3.2 An "out of compliance" HCIR may be allowed access to a THR facility by an entity user. The entity user must enter an override code into the Reprax system. The override code should be used with discretion and documentation as to the reason. Each HCIR is allowed only one override in a twelve month period. The override code is set by the THR System Administrator. The System Administrator and Facility Administrator have the ability to track overrides within the Reprax system.
- 3.3 A *DYMO* printer is required at each check-in location. Any of the following approved printers may be used:

3.3.1 LabelWriter 400, LabelWriter 400 Turbo, LabelWriter 450 or LabelWriter 450 Turbo.

3.4 THR facilities can choose between employee operated check-in locations or individual kiosk locations, enabling independent operation by the HCIR. Each entity will determine the best course of action for that entity.

3.5 THR employees can visit the Reprax website at any time for access to online training sessions.

3.6 Employees with access to Reprax are able to view a vendor representative's rating and provide real-time positive or negative feedback.

3.7 Facility Administrators will receive alerts of items that need attention, such as exemption requests and REPScore disputes.

#### **4.0 Issue Resolution**

4.1 While the final resolution point for issues with the Reprax system is the THR System Administrator, it is highly recommended that any facility specific issues be brought to the attention of the Facility Administrator first.