

Vendor Information and Policies

Welcome Valued Suppliers!

Coffee Health Group is a multi-hospital health system owned and operated by the Healthcare Authority of Lauderdale County and the City of Florence, Alabama. The purchasing function reports to the Materials Management, Coffee Health Group, 205 Marengo Street, Florence, Alabama 35630. Purchasing is physically located at West Alabama Street, Florence, Alabama. This department authorizes and oversees purchasing and contracting activities for all of the hospitals and clinics.

Purchasing Hours for Interviews

Our buyers assure vendors a prompt and courteous reception as time permits; however, we ask that each visit be limited to 10 minutes. If more time is needed, please arrange for an appointment. Appointments are scheduled from 9 a.m. to noon and 1 to 4 p.m. Monday through Friday. Call (256) 768-9530 to schedule an appointment.

Group Purchasing Organization

Coffee Health Group is a member of VHA and uses Novation as its group purchasing organization. Representatives should make effort to provide information to buyers regarding contracts with this group.

Other Information

If you have any questions about policies and procedures, please ask the Director of Materials Management to answer your questions. Failure to understand Coffee Health Group's policies will not exempt a sales representative from responsibility.

Purchasing Goals and Objectives

1. To ensure the safety, comfort and confidentiality of our patients at all times.
2. To conduct the purchasing function in a manner that supports the policies and procedures of our institution and ethical practices of the public purchasing profession, always keeping an open and competitive sales environment.
3. To serve and facilitate the needs of Coffee Health Group Hospitals and to make purchasing commitments in a timely, consistent and orderly fashion.
4. To foster a high standard of public relations with suppliers assisting with our patient care mission.
5. To obtain the maximum value for our institution's expenditures and foster competition in the acquisition of products and services.
6. To foster the spirit of partnership in our relationships with suppliers and afford each company supporting our mission a courteous and prompt reception in exchanging information in the business relationship. To demand honesty in the buyer-sales relationship, whether offered through the medium of a verbal or written statement, an advertisement or a product sample.
7. To foster fair, ethical and legal trade practices at all times and decline personal gratuities.
8. To make every reasonable effort to negotiate an equitable and mutually agreeable settlement with a supplier without compromising the established policies of our institution.

Supplier's Responsibilities/Policies and Procedures:

Vendor Visitation

All vendor representatives "reps" are visitors of Coffee Health Group hospitals and shall comply with visitation policies and procedures, institutional and departmental, relating to their visiting purpose. Vendor visitation is permitted for the purpose of allowing informational activities related to the availability of current or upcoming products, equipment and services in the organization. Coffee Health Group Hospitals must preserve order and constructive use of personnel time as well as maintain an environment conducive to the confidential, safe, and orderly care of patients. *Patient care is our first concern. Any sales representative's visit may be subject to cancellation without notice.*

1. All reps must complete an initial and subsequent annual orientation/code of conduct in-service provided by Materials Management (or designated CHG staff) and sign confidentiality agreement before meeting with any Coffee Health Group staff.
2. No reps may conduct business with Coffee Health Group staff in patient care areas or when they are en route to their destination. Reps who visit patient care areas may be required to provide evidence of immunizations and current TB testing.
3. No reps may offer or provide gifts and/or gratuities to CHG employees as stipulated under the vendor gifts policy. This policy restricts reps from providing any and all gifts including nominal items and food.
4. All reps must check in at Materials Management (or designated check-in area at the specific facilities) to receive name badge prior to each visit. An approved ID badge must be worn at all times when in a CHG hospital.
5. All reps must have a pre-arranged appointment before meeting with CHG Hospitals and their staff. Appointments may be made by direct mail, email or telephone.
6. All reps must limit appointments to office areas only and where they have been approved to visit at check-in. Departments should refuse to meet with any vendor representative who is not displaying the proper CHG ID authorization.
7. No reps may distribute promotional materials in public areas, to patients, or to CHG Hospital's staff in their mailboxes without prior Management authorization. Unrequested product samples and equipment are not to be left on the premises of CHG Hospitals.
8. All products and equipment provided to CHG Hospitals must be authorized prior to placement by a valid purchase order number or procurement card number, as is applicable. Any loaned or gifted items particularly equipment, devices, or instruments must be authorized prior to placement with a "no charge" purchase order.
9. Pharmaceutical representatives must follow state/federal regulations and institutional policies regarding the Formulary and drug samples, and follow the current PhRMA Code of Ethics available at the below website: (<http://www.phrma.org/publications/policy//2002-04-19.391.pdf>).
10. No reps may, unless emergency situations warrant, bring in equipment, instruments, or supplies unless approved by the department in advance or payment will be denied.

11. A representative information sheet must be on file with Materials Management and department office where the rep primarily visits if appropriate. The sheet contains the representative's name, address and phone number.
12. All reps may not be able to promote all products they desire. All reps are responsible to know what can and cannot be promoted. Clarification must be sought through the Materials Management department or the primary department where the rep visits.
13. Reps are not to discuss pricing, terms and conditions with departments. Reps are not to approach or obtain signature from departments on any contracts. Reps are not to discuss content of any request for bid/proposal with any department while it is open for vendors to respond to CHG Hospitals. The discussion is to take place with the appropriate buyer in the Materials Management Department.
14. All reps must additionally comply with any departmental policies that apply in the areas where they visit, but leniency of this policy by any department is not permitted. Management staff in those departments should be consulted regarding the existence of the policy or any interpretations.
15. Pre-approved or contracted vendors must check in each time they visit.

Procedures:

1. Vendor representatives and technicians must park in designated vendor parking when visiting.
2. Vendor representatives must always make their initial stop at Materials Management (or designated check in place at facility) where they will sign in and receive a name badge to be worn visible and at eye level during their stay.
3. Vendor representatives are also required to check in at the Department.
4. Vendor representatives are to leave all information and samples for nursing personnel with the Materials Management buyer.
5. When reporting for an appointment with nursing personnel, vendor representatives are to check with the Materials Management contact person who will call to verify the appointment and give directions to the proper place.
6. Vendor representatives in patient care areas must provide evidence of vaccinations.
7. Vendor representatives should not normally be the primary provider of care to a patient.
8. Catalogs and price lists are to be provided and kept current in Materials Management. Representatives are required to update their own catalogs in the department. Some catalogs and price lists are kept in each buyer's office. Therefore, check with the appropriate buyer.

Violations:

1. First violation of CHG Hospitals' policies and/or inappropriate conduct will require the representative to report to the Materials Management where the policies are explained. If the nature of the incident is serious, the Director of Materials Management may require the representative to bring his/her immediate supervisor or suspend or debar the company from sales activities.
2. On the second violation, the representative will be asked to leave the hospital and a letter will be sent to the sales representative, his direct supervisor and company detailing the infraction and the requirements for correction. Requirements of correction are based upon seriousness of the incident and could result in suspension or debarment of vendor from CHG Hospitals' sales activities.
3. The third violation will require the sales representative to only return to the hospital with his/her District Manager and could result in suspension or debarment from CHG Hospitals.