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# Code of Excellence

A guide to ethical and professional  
conduct for suppliers

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# **Our purpose:** *Inspire health.* *Serve with compassion.* *Be the difference.*

Prisma Health views suppliers as partners providing the best products and services for our patients. Our team recognizes suppliers as a key resource in supporting quality, cost-effective solutions and technologies to provide the highest level of care to the communities we serve.

## **Prisma Health Supply Chain strategy**

Our goal is to create a supply chain structure that provides team members of all levels with the highest quality products and services at the lowest total cost. Our aim is to facilitate product selection, acquisition, and use through accessible information and processes.

Our vision is to create a supply chain support organization that has accountability for all supply chain resources, activities and costs.

Our supply chain strategy seeks to reduce variation – as clinically appropriate and reasonable – in products, utilization, suppliers and processes. This strict set of supplier rules has been developed to assist suppliers wishing to conduct business with Prisma Health. To provide a safe environment and maintain compliance with organizational procedures and guidelines, all suppliers are expected to follow the rules outlined in this document as well as adhere to all federal and state laws, statutes, and regulations governing the industry.



## Supplier behavior

Expected supplier behavior is outlined in the supplier credentialing system. Suppliers are required to immediately report any suspected wrongdoing, including safety concerns, to the department leader. While on-site, company personnel shall adhere to the organization's Behavior Expectations.

## Supplier relationships

Prisma Health expects all suppliers to provide top-quality products along with a high level of service. All suppliers will demonstrate that they are proactive, innovative and able to think strategically. Prisma Health will not conduct business with any supplier excluded, debarred or ineligible to participate in federal or state health care programs such as Medicare and Medicaid, or whose officers, directors or employees are excluded from participating in federal or state health care programs.

All suppliers and their representatives are required to fully register with Prisma Health's third-party credentialing system. New representatives, from either new or existing suppliers, are prohibited from visiting any Prisma Health facility until Supply Chain has granted clearance. To gain clearance, new suppliers must make an initial appointment with Supply Chain, during which the new representative will be oriented to these rules. Likewise, new representatives with existing suppliers must meet with Supply Chain to be granted access, regardless if the clearance was granted under a previous supplier. Suppliers and representatives who have been cleared by Supply Chain have fully registered with the third-party credentialing program, and have existing business with Prisma Health, are authorized to conduct business with Prisma Health.

## Visiting our facilities

Visitation, through the course of Supply Chain management's approved activities, must be accomplished in a manner that does not impede patient care and is under the direction of the visiting department's leader.

All visits to Prisma Health must be by an email-approved appointment. The approved appointment must be established before any visitation with a department leader.

All sales representatives will be required to electronically sign in and wear a badge issued for that appointment. Badges must be worn at all times while on Prisma Health's premises and displayed in a visible place for the duration of the visit.

Leaders, team members and caregivers will neither meet with, nor allow within their areas, sales or service representatives lacking a valid visitor's badge or an approved downtime alternative. Violations will be reported to Supply Chain management and/or Security after normal business hours.

Failure to do any of the above may result in immediate disciplinary action and non-access.

## Access to patient areas

Suppliers are restricted from all patient care areas without the approval of the appropriate leader, physician or Supply Chain team member. Patient care areas include any area where patients may reside, such as patient rooms, procedure areas, nursing units, outpatient clinics and emergency departments. Supplier access to an operating room (OR) requires documented approval from OR leadership and the surgeon. Suppliers are restricted to the surgical suite where the procedure is being performed and must exit the facility upon completion of the procedure. Loitering in hallways, lounges, cafeterias and other areas of the hospital is forbidden.

## Supplier diversity

Suppliers identifying as small business, minority-owned, woman-owned, veteran-owned and/or LGBTQ-owned must have an acceptable third-party certification to be recognized as such by Prisma Health. Prisma Health supports programs that foster diversity and inclusion in our organization and throughout our communities. We recognize the importance of having suppliers who mirror the diverse workforce and patient base that is served by South Carolina's largest health care organization. In turn, we expect suppliers to support our commitment through subcontract opportunities with diverse and small businesses and by providing quarterly spend reports resulting from those partnerships.

## Supplier product/services review

Appropriate Prisma Health leaders will meet with suppliers to review product/service/technology offerings. If there is an interest in a product being offered, the supplier will be instructed to submit the product into MedApproved for review and vetting.

During visits, no free goods/sample products of any kind will be left with the department. If a supplier offers a new product or service of interest to Prisma Health, the supplier will be instructed to contact the Purchased Services Contracts manager.

Prisma Health reserves the right to refuse payment for "non-approved" services and/or products delivered to the organization that have not followed the supplier product/service review as outlined in this document.

## Contract negotiation

Contract negotiations for supplies, equipment, and services will be conducted by appropriate Prisma Health Supply Chain team members or in collaboration with departmental leaders and suppliers. Contracts are considered null and void unless signed by an authorized agent of Prisma Health. Department team members and leaders are not authorized to sign contracts on behalf of Prisma Health.

When requested, suppliers will conduct business reviews with Supply Chain management. Business reviews must include, but not be limited to, utilization, volumes, GPO tier level access, industry best practice, potential savings opportunities, and a review of other pertinent information such as product quality, backorders and substitutions.

## Patient privacy

Suppliers are prohibited from requesting or attempting to gain access to confidential information concerning patients or product/technology use without a Business Associate Agreement (BAA), as defined by the Health Insurance Portability and Accountability Act (HIPAA). Protected health information may include, but is not limited to, any patient information, pictures and discussions with caregivers.

## Purchase orders

All products, equipment and services require a purchase order number to be issued by Corporate Purchasing before the order and use of a product,

equipment or service. Hospital team members cannot verbally order any product or service from a supplier. Night and weekend emergency orders will be handled through Supply and Distribution departments and the Administrator on Duty. If a supplier fails to register with Prisma Health's third-party supplier credentialing system, invoices will be subjected to delays.

## Deliveries

Supply and equipment deliveries must be sent to the appropriate facility, loading dock or the Materials Distribution Center. No shipments will be received without a valid purchase order number. The purchase order number must be noted on the packing slip and carton label. Shipment without identifying purchase order numbers will be returned at the supplier's expense.

## Gifts and entertainment

Suppliers cannot offer, and team members cannot accept, any material gifts, gratuities, and/or excessive entertainment in case or in kind (including personal acceptance of free goods or supplier services) from any present or potential supplier. Some examples of excessive entertainment are personal expenses paid by a supplier, personal use of supplier's lodging facilities, automobiles or watercraft. Abnormally frequent and/or lavish dinners/drinks and other forms of entertainment are not considered prudent.

## Publicity

Suppliers are not permitted to distribute, advertise, send news releases, or broadcast any other general public announcement regarding its products, equipment or services to Prisma Health facilities unless prior written authorization is obtained from the director of Supply Chain Administration.

## Non-compliance

Failure to comply with Prisma Health's supplier "Code of Excellence" will result in disciplinary action. Depending on the severity of the violation, Supply Chain management reserves the right to enact disciplinary action up to permanent ban of the representative and possible discontinuation of any product/service used from the supplier.

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