

## Ascension National Vendor Access Policy

### Frequently Asked Questions

#### General

##### 1. How do I know if the policy applies to me?

The policy defines “Vendor Representative” using the following definition:

“**Vendor Representative**” means a sales or service professional that represents a company or companies to The Resource Group and/or Ascension Participants including: physicians, nurses, buyers, purchasing agents, executives and other Associates that may be general users or influencers of the company’s product. Vendor Representatives represent manufacturers, distributors, service companies, and other organizations. Vendor Representatives generate sales, manage contracts, provide quotes, demonstrate products, make repairs, and perform many other duties generally associated with representing their company.

Contractors, delivery service representatives, general or skilled laborers performing facility maintenance and construction, installers installing equipment in non-patient care areas, facility-employed project consultants, clinical trial researchers, or any third-party representative providing care or services directly to patients on behalf of the Ascension Participant are not considered Vendor Representatives for the purposes of this policy.

If you are unsure if you are considered a “Vendor Representative,” reference Appendix B of the policy to review a list of exceptions.

##### 2. Where does the policy apply?

The policy applies at all Ascension Participants, defined in the policy using the following definition:

“**Ascension Participant**” means an Ascension-owned or Ascension-controlled site of care, currently excluding Ascension Living sites, which, through a Participation Agreement with The Resource Group, has access to The Resource Group’s contract portfolio.

If you are unsure whether a facility is Ascension-owned/Ascension-controlled, you can check our roster at <http://theresourcegroup.com/participantroster>

#### Credentialing

##### 3. How do I get credentialed with symplr?

To get credentialed, visit [symplr’s website](#) and follow the instructions listed. If you have questions, reach out to symplr’s customer support.

4. Are corporate packages available through symplr?

Yes. While vendor representatives may get credentialed individually, symplr offers corporate group packages. Reach out to symplr customer support to learn more.

5. What if there is no symplr kiosk at the location I'm visiting?

All Ascension acute facilities have a symplr kiosk. At our non-acute locations, kiosks are not available. In these locations, you will need to use the symplr mobile app to sign in and out and display a mobile badge.

6. What if I don't know where the symplr kiosk is located in the facility I'm visiting?

Kiosks are typically located by the main entrance, OR entrance, or the supply department. If you are unsure, ask the front desk and they will be able to direct you.

7. What if I cannot locate my immunization records?

If you cannot locate your immunization records, you can request that your doctor obtain a titer that will verify your immunity. A titer is accepted as proof of immunization.

8. How do I obtain an immunization exemption?

Ascension typically doesn't provide exemptions for religious or personal objections. However, in some cases, accommodations may be made for immune compromised individuals. This decision is left to the local Infection Prevention group. To request an exemption, contact the local Infection Prevention group.

9. Can I display my hard symplr badge in place of the sticker badge?

No. The hard badge does not serve as a substitute for the sticker badge. You must display the sticker badge at all times.

### *Circumstances for Entry*

10. What if the reason for my visit is not listed as one of the approved options on the sign-in page?

There are four approved circumstances for entry:

1. Support an approved procedure or provide direct patient assistance; the procedure/product must be listed on the [approved list](#).
2. Provide approved in servicing/education/training; the event must be approved through The Resource Group's process initiated by completing this [form](#).
3. Perform approved product or equipment maintenance; you must be requested to enter by The Resource Group, facilities, biomedical engineering, or IT.

4. Perform supervised consignment inventory count; you must be requested to enter by The Resource Group.

There are limited exceptions to this list.

1. Emergent circumstances that will affect patient care as determined by a physician
2. Requested business meeting approved by The Resource Group

Representatives may not enter and Ascension facility for any other reason.

#### 11. What if the procedure or product I'm supporting is not on the approved list?

If the procedure or product you are supporting is not on the approved list, you are not permitted to enter. The only exception is if patient care will be affected, as determined by the physician. In this case, obtain written verification from the physician and submit to The Resource Group.

#### 12. What if a staff member asks me to enter the facility for an unapproved circumstance?

Unless there is a risk to patient care, this is not permitted. In these cases, obtain written verification from a physician and submit to The Resource Group. You may direct the staff member to The Resource Group if they have additional questions. If you are unaware of your Resource Group contact, reach out to the national Customer Care team at [ListenFirst@TheResourceGroup.com](mailto:ListenFirst@TheResourceGroup.com) or 844.753.4778.

#### 13. What if there is an emergency and I don't have time to sign in?

If emergency circumstances prohibit you from signing in, you should still sign in and out after the visit, so your visit can be tracked.

## Training

#### 14. What if a staff member asks me for training? Do I still need to fill out the form?

Yes. If a staff member asks you for training, initiate scheduling by filling out the [form](#). It will expedite the process if you provide the name of the requestor and additional information about the request.

#### 15. If the facility is holding a training event and invites me to attend, do I still need to fill out the form?

Yes. Vendors are permitted to attend facility-sponsored training events. However, vendors must still fill out the [form](#) so the event can be tracked. During these events, vendors will still be held to the standards in the policy (e.g., no food, promotional items, etc.).

#### 16. If my training event includes multiple sessions, do I need to fill out forms for each one?

You may fill out one form and include all details on the series. The training coordination team will treat this as one request.

17. If approved through the process, do I still need to be credentialed and sign in through symplr?

Yes, even if approved through the request process, you will need to be credentialed and sign in and out during your visit.

### *On-site Activities*

18. What if I have my own surgical cap and don't want to use the provided option?

You must wear the surgical caps and bouffant caps provided by the facility.

19. What if, while onsite for an approved visit, a staff member of clinician asks me about off-contract products?

You may not provide information about off-contract products at any time while on-site. If a staff member is inquiring about an off-contract product, direct him/her to The Resource Group where it will be evaluated for consideration.

20. What if a staff member tells me it's okay to bring in food?

Staff members may not provide local exemptions to the policy. This will still be considered a violation and will result in a permanent ban from Ascension facilities.

21. What if a staff member tells me it's okay to engage in any other activity prohibited in the policy?

Staff members may not provide local exemptions to the policy. These will still be considered violations and will result in a permanent ban from Ascension facilities.

22. What if a staff member requests an unapproved product sample?

You may not distribute samples other than pharmaceuticals, infant formula, and pediatric/adult nutritional and supplements. If a staff member requests an unapproved sample, direct him/her to The Resource Group who will determine if the product should be put through The Resource Group's evaluation process.

23. What if, when dropping off samples, a physician requests to speak with me?

You may not access physicians when dropping off samples. You may offer to correspond via phone or email. If an in-person meeting is requested, you must fill out the [form](#) and be approved and then you may schedule a meeting.

## *Enforcement*

### 24. How will The Resource Group verify that the violation actually occurred?

The Resource Group maintains a thorough process for verifying violations that includes follow up investigation with all parties involved and the violating representative. If you commit a violation, a Resource Group associate will speak with you prior to documentation being submitted.

### 25. If it is reported that I committed a violation, will I have the opportunity to appeal?

If The Resource Group verifies that the violation occurs, there will be no opportunity for appeal. However, if you did not commit the violation and it was reported erroneously, you may appeal with The Resource Group.

### 26. What if I wasn't aware I was violating the policy?

Due to the efforts taken to educate the vendor community on the policy, unawareness will not serve as an excuse for non-compliance.

### 27. If I am banned from one facility, am I banned from all Ascension facilities?

Yes, upon your first violation you will be banned from all Ascension facilities.