



**GUAM REGIONAL
MEDICAL CITY**

Where Patients are Partners

Supplier Guide

Guidelines for Suppliers
and Sales Representatives



This pamphlet is designed to provide our suppliers with guidelines which will enable them to effectively and appropriately coordinate their activities with all departments in the organization. It is our goal that these policies, when applied uniformly, will establish a basis for fair competition.

We recognize that sales representatives are highly trained professionals who provide hospital and its medical staff with many valuable resources. By using this guide, suppliers may carry out their professional responsibilities, and hospital personnel may benefit from the resources available in an atmosphere of mutual respect and consideration.

As a registered supplier, you can begin doing business with Guam Regional Medical City in accordance with the policies and procedures contained in this pamphlet, including but not limited to the Vendor Visitation and Interaction policy (Appendix A). These policies are subject to change periodically and will be communicated to you in a timely manner.

GUAM REGIONAL MEDICAL CITY STANDARDS AND CODE OF CONDUCT

All GRMC suppliers/vendors are expected to comply with the following when conducting business with the hospital:

- Direct all business correspondence regarding the sale of materials or services including informing Materials Management of financial, economic, supply changes, recalls or other material conditions that affect or might affect patient safety, ongoing operations, or operating decisions to GRMC through Materials Management (unless instructed by Materials Management to do otherwise) at:

GUAM REGIONAL MEDICAL CITY
Attn: Materials Management
133 Route 3
Dededo, GU 96929
Telephone: 671-645-5500

- Conduct all negotiations with Materials Management and negotiate in an ethical manner.
- Only the Materials Management Department can award official agreements for goods and services. Agreements that are not signed by Materials Management and may adversely impact your ability in receiving payment for goods and/or services rendered.
- Do not offer GRMC staff money, loans, credits or prejudicial discounts, gifts, entertainment, favors, products or services for their personal use or benefit. GRMC policy prohibits any employee from receiving gifts and/or gratuities from any supplier. Please express your gratitude in terms of quality, service and price.
- Food and beverages may not be provided by any supplier, vendor, or Vendor Representative to any employee (including physicians, nurses, pharmacists). Vendor Representatives may not make food arrangements, orders or deliveries, or directly pay for delivered food, or provide payment in any form.
- Make available, through Materials Management, technical information, engineering support, systems, policies, procedures, processes, products, warranties and services that may improve GRMC's use of the supplier's products and services.
- Advise Materials Management of new products, pricing and services as such information becomes available.

- Treat all transactions and dealings with GRMC as confidential and proprietary and do not communicate GRMC's relationships or business dealings to third parties without GRMC's written consent.
- Adhere to Guam Regional Medical City's policies and procedures.
- Do not use Guam Regional Medical City's name or logos in publicity or advertising without GRMC's prior written consent.

RULES FOR HEALTHCARE INDUSTRY AND SUPPLIER REPRESENTATIVES

- **PATIENT PRIVACY:** The privacy of our patients is important to us. Suppliers will occasionally learn information about patients including patient names, diagnosis, status, visitors, etc. Suppliers must keep this information strictly confidential. Any violation of patient privacy will be considered a severe breach of conduct and will result to revocation of supplier access and privileges.
- **BUSINESS ASSOCIATE AGREEMENT (BAA):** If you are entering a patient care area and/or are doing business in a manner that may result in you or your company having access to patient information, HIPAA requires that a BAA be on file with Guam Regional Medical City. If you do not know if a BAA exists, please reference your contractual agreement with Guam Regional Medical City. If BAA is required and does not exist between your company and GRMC, you are not to proceed with business and are to immediately contact Materials Management Department to facilitate the execution of the BAA.
- **SCHEDULE AN APPOINTMENT:** Sales representatives will be seen by appointment only. Buyers will make every effort to provide suppliers with a prompt and courteous interview. Representatives may not enter any patient care or administrative areas without a scheduled appointment. Hours for appointment during normal operation hours from 8:00 a.m. to 5:00 p.m., Monday through Friday.
- **UPON ARRIVAL, CHECK IN** to record the visit and print a badge as appropriate. Vendor Representatives must adhere to the following guidelines in order to obtain a GRMC Vendor ID Badge. The ID Badge is for identification purposes, safety and security. You must have an appointment in order to see someone outside the Materials Management Purchasing Department. If you do not have a prior appointment we will contact the appropriate individual to see if an on the spot appointment will be convenient. You will be given an identification badge which must be worn while on the premises. Badges must be returned to Purchasing or dropped off at the front desk at the end of your visit.
- **DO NOT ENTER PATIENT CARE AREAS UNLESS AUTHORIZED – Access to OR:** The following apply to any Vendor Representatives entering an Operating Room (OR):
 - Vendor Representative access to the OR's will only be given following a physician or nurse manager's request that a vendor be present in the OR on a specific date and time.
 - Vendor Representatives must be placed on the OR surgery schedule by the OR Lead Scheduler prior to the scheduled visit. The physician must notify the OR Lead Scheduler of the requested vendor visit.
 - Approved vendors will be placed on an Outlook calendar by the OR Lead Scheduler.
 - Vendor Representatives not on the OR Outlook surgery schedule must provide the name of the physician or nurse manager who scheduled the visit. An attempt will be made to

reach out to the physician or nurse manager and a decision will be made if they are needed in the OR.

- If the vendor has not been requested the vendor must leave the OR area immediately.

- **SAMPLES AND/OR EQUIPMENT FOR EVALUATION:**

- Materials, including equipment on evaluation or loan, cannot be shipped to or left at the Hospital without a purchase order. The Hospital will not be liable for theft, damage, freight, or any other charges if this requirement is not met.
- Drug samples, including those requested by physicians, must be delivered to the Pharmacy for proper distribution and documentation. All other samples must be left with Purchasing which will arrange for evaluation. If a supplier wishes to demonstrate the product within the expected area of use, arrangements will be made at the discretion of Purchasing and the Department Manager involved.
- Equipment for trial purposes cannot be brought into the hospital unless authorized by Purchasing. Commitments for purchase of equipment must comply with all conditions of the Hospital's capital expenditure policy. A purchase order will be issued for documentation purposes with the trial period designated. All electrical equipment must be checked by Biomedical Engineering before being delivered to the user area. The supplier is responsible for removing such equipment at the end of the trial period or earlier if so advised by Purchasing.

- **PROCUREMENT POLICY:** The Purchasing Department believes that an open, competitive atmosphere is most beneficial to both buyer and seller, and it is our policy to foster this environment. We buy on the basis of definitive specifications, quality of products and services, advantageous price, delivery, and availability of group purchasing contracts. All new or replacement products and services are subject to Value Analysis Team Review. Whenever possible we request competitive prices to be submitted from multiple sources and negotiate mutually favorable terms of purchase. It is our policy not to divulge pricing information. We do not post bids. Pricing information will be held in confidence. We will, however, advise you of the successful bidder and, upon request, tell you how you ranked amongst the others submitting quotations.

- **GENERAL TERMS AND CONDITIONS:** The preprinted information, plus any supplemental information our Purchase Order, is especially important to us. Should you disagree with any of these terms and conditions, please clearly express any exceptions to us in writing within 10 days of receipt of an order. If you do not, this will indicate your agreement to the specified terms and your acceptance of the Purchase Order.
 - **PURCHASE ORDERS:** No merchandise may be shipped, nor any service performed without an authorized Purchase Order number. In all instances the Purchase Order number must appear on all shipments, delivery slips and invoices.
 - **SPECIFIC TERMS AND CONDITIONS:** Orders are understood to be shipped FOB Hospital unless otherwise specific on the Purchase Order. We cannot accept retroactive price increases and request 60 day notice on price adjustments whenever possible.
 - **DELIVERIES AND INVOICES:** Items must be promptly delivered according to the established delivery date. All shipments will be identified by an authorized

Purchase Order number and accompanied by a packing slip. All deliveries must be made through our Receiving Department unless otherwise stipulated in the terms of the Purchase Order. Deliveries will be accepted in Receiving during the hours 8:00 a.m. to 2:30 p.m., Monday through Friday at the Bello Warehouse. Deliveries tendered at other times will be refused unless emergency delivery arrangements have been made with the Purchasing Department. Deliveries received without an approved Purchase Order number may be returned at the discretion of the Hospital. Invoices shall be paid based on the Purchase Order following proof of receipt of goods. No orders can be paid without a supporting invoice which must show a valid Purchase Order number. Please note that our Purchasing, Receiving and Accounts Payable Departments are fully computerized. Your invoices will be matched against the Purchase Order entered in the computer. Please submit your invoice in the same line sequence in which the order was placed. This will assist our Accounts Payable staff and ensure rapid payment of your invoice. Where line item sequence differs between Purchase Order and invoices, the invoice will be processed as an exception when time permits.

- **SUPPLIERS PERFORMANCE:** As a matter of good purchasing practice, we periodically evaluate all suppliers on factors such as: competitive pricing, delivery performance, numbers of backorders and picking errors, ability to meet rush requirements, any rejects because of poor quality, adherence to Purchase Order price, and other deviations associated with delivery of our orders. Subsequent buying decisions are strongly influenced by this evaluation. Unsatisfactory ratings will result in removal from our Authorized Suppliers list. We encourage you to discuss your performance rating when you visit the Purchasing office.
- **RETURN OF MERCHANDISE:** The Hospital reserves the right to return merchandise that does not conform to specifications. It's understood that such goods shall be returned at the supplier's expense.
- **AUTHORIZATION TO PURCHASE:** The Hospital's Materials Management Purchasing Department is solely responsible to commit the Hospital to all purchases with the exception of food items and pharmaceuticals. All price offers are to be directed through the Purchasing Department. Only those quotations or bids sent or copied to Purchasing will be assured of consideration. All purchase agreements must be coordinated through Purchasing and be validated with a Purchase Order number. Individual departments do not have the authority to commit the Hospital to any kind of purchase agreement. Any commitment or agreement made by a department without prior knowledge and approval from Purchasing is invalid and will not be recognized by the Hospital.

THANK YOU

Thank you for taking the time to read this information. We are most appreciative of your assistance and acknowledge the courtesies and services extended to us by your representatives and your company. Just as you value our business, we value the service and cooperation your organization can provide.