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NORTHERN LIGHT HEALTH VENDOR RULES OF ENGAGEMENT AND EXPECTATIONS

Vendor Rules of Conduct and Access

Northern Light Health (NLH) values its vendors as strategic partners in advancing our mission to deliver high-quality, cost-effective care to the communities we serve. Northern Light Health Supply Chain rules of engagement and expectations establish accountability for all supply chain resources and looks to reduce unwarranted variation, when clinically appropriate, in products, utilization, suppliers, and processes.

These Vendor Rules of Conduct and Access define the requirements for suppliers seeking to conduct business with Northern Light and are designed to protect patient safety, confidentiality, and operational integrity. Compliance with this policy, as well as all applicable to federal and state laws and regulations, is mandatory. These requirements are intended to support a safe environment and ensure compliance with organizational procedures, guidelines, and regulatory obligations.

VENDOR CREDENTIALING, BADGING, AND ELIGIBILITY

All vendors and vendor representatives must register, credential, and remain in good standing with Northern Light Health's Vendor Credential and Compliance Monitoring System prior to conducting business at any Northern Light Health facility. Vendor Registration is available at: <https://registersupplier.ghx.com/reg/>

A vendor representative is in good standing with Northern Light Health when all the following conditions are continuously met. Failure to abide by any of the below, may result in suspension of access to any facility.

- The vendor and vendor representative are fully registered and credentialed in Vendormate.
- All required documentation is complete, current, and approved.
- The vendor maintains active eligibility to participate in federal and state healthcare programs (i.e. not excluded or debarred)
- Signing in and out for each visit
- Always wearing a daily issued Vendormate badge visibly while on NORTHERN LIGHT HEALTH premises

Northern Light Health will not conduct business with any vendor excluded, debarred, or otherwise ineligible to participate in federal or state health care programs (including Medicare and Medicaid) Vendors are responsible for ensuring that all officers, directors, and employees

Northern Light Health

Acadia Hospital
AR Gould Hospital
Blue Hill Hospital
CA Dean Hospital
Eastern Maine Medical Center
Home Care & Hospice
Maine Coast Hospital
Mayo Hospital
Mercy Hospital
Sebasticook Valley Hospital
Northern Light Health Foundation
Northern Light Medical Transport & Emergency Care
Northern Light Pharmacy
Northern Light Work Health

involved, directly or indirectly, in providing goods or services remain eligible to participate in such programs.

VISITING NORTHERN LIGHT HEALTH FACILITIES AND EMPLOYEES

Vendor representatives may visit Northern Light Health facilities **only with prior authorization**.

- Introductions of new products, services or technology must be scheduled with Supply Chain.
- Pharmaceutical vendors must make an appointment directly with the Pharmacy.
- All non-pharmaceutical routine check-ins must be by appointment only. Contact the Northern Light Health member by calling the main phone number and you will be directed to the appropriate department to schedule an appointment.
- Visits must not interfere with patient care or operational workflows.

CODE OF CONDUCT

Vendor representatives are expected to comply with the Northern Light Health Code of Conduct and are held to the same behavioral and ethical standards as its employees.

The Code of Conduct Policy is maintained within the vendor credentialing system, Vendormate. The Code of Conduct policy is also available at <https://www.northernlighthealth.org/Legal/Vendor-Information>

Vendors must immediately report any suspected wrongdoing, including safety concerns, to the department manager.

ACCESS TO PATIENT AREAS

Vendors are prohibited from entering patient care areas unless prior approval is obtained from the appropriate leader at the member organization and hosting department.

Patient care areas include, but are not limited to:

- Patient rooms
- Procedure rooms
- Nursing units
- Outpatient clinics
- Emergency departments
- Any area where direct patient care occurs

Access to Operating Rooms (OR's):

- Must access only the surgical suite where the procedure is being performed
- Must exit the surgical suite immediately upon completion of the procedure
- Must return facility issued scrubs
- Must sign out of Vendormate and leave the facility promptly thereafter
- Follow supervision protocols

Vendors must go directly to and from their appointment and may not loiter, solicit or conduct business in hallways, lounges, cafeterias, and other non-authorized areas.

PATIENT PRIVACY

Vendor representatives are prohibited from requesting or attempting to obtain confidential information patient or data related to product, service or technology use unless a valid Business Associate Agreement (BAA) and access has been expressly authorized.

The need to safeguard Northern Light Health patients' rights to privacy and confidentiality as defined by the Health Insurance Portability and Accountability Act (HIPAA), and to preserve the integrity of the care environment for caregivers and medical staff, requires Northern Light Health to construct and enforce reasonable guidelines for appropriate vendor access and behavior.

VENDOR REVIEW PROCESS

All vendor products, services, and technologies are subject to review by the appropriate Northern Light Health Supply Chain team members. Following review, Supply Chain may take one or more of the following actions:

- Refer to the offer to an established value analysis committee.
- Decline the offering due to existing contract obligations or strategic commitments.
- Approve meetings with appropriate hospital staff member(s) or physician(s), as appropriate.

No product, service or technology may be trialed, introduced, or discussed with clinical staff outside this formal review process.

PURCHASE ORDERS/AUTHORIZATION TO BUY

All products, equipment, and services require a valid Northern Light Health purchase order (PO) issued by the Corporate Supply Chain Department prior to ordering, delivery or use of a product, equipment, or service. Northern Light Health employees may not verbally order products or services from vendors without complying with the Procurement of Goods and Services Policy. Emergency orders during nights or weekends will be coordinated through Supply and Distribution departments and the Administrator on Duty.

Northern Light Health assumes no financial responsibility for any product or service without:

- An authorized purchase order, and
- A duly authorized receipt

The Northern Light Health Procurement policy is available at:

<https://www.northernlighthealth.org/Legal/Vendor-Information>

CONSIGNMENT

Vendors providing products on consignment must comply with the Northern Light Health Consignment policy, available at: <https://www.northernlighthealth.org/legal/Vendor-Information>.

INVOICES

All invoices must be sent to the address specified in the Purchase Order. Any unapproved additional invoice line items that are not in the body of the purchase order will not be paid.

DELIVERIES

Deliveries of supplies and equipment must be sent to the address specified on the Purchase Order. No shipments will be received without a valid purchase order number. The purchase order number must be noted on the packing slip and label. Shipment without identifying purchase order numbers may be returned at the vendor's expense.

CONTRACT NEGOTIATION

Contract negotiations for supplies, equipment, and services will be conducted by appropriate Northern Light Health Supply Chain Contract Managers. Contracts are considered null and void unless signed by an authorized agent of Northern Light Health. Department team members, managers, and directors are not authorized to sign contracts on behalf of Northern Light Health.

COMPLIANCE

Hospital team members will neither meet with, nor allow within their areas, sales or service representatives lacking a valid pass. Violations will be reported to Supply Chain Management and/or Security after normal business hours. Failure to comply with the vendor registration and identification process or any other established policy of Northern Light Health will result in disciplinary action. Depending on the severity of the violation, the Associate Vice President of Supply Chain Management reserves the right to enact one or more of the following measures:

- Written notification of violation sent to vendor representative and his/her manager.
- Written notice of suspension, not to exceed six- month suspension from all Northern Light Health facilities.
- Permanent ban of vendor representative and possible discontinuation of products and/or services associated with the vendor

The vendor will be required to an attestation form on Vendormate acknowledging they have read, understand and will comply with this policy

PROMOTIONAL PRACTICES

Vendors and NLH employees will comply with the NLH Conflict of Interest policy which is located at <https://www.northernlighthealth.org/Legal/Vendor-Information>.

This policy outlines requirements, provisions related to for gifts, entertainment/meals, travel, training and educational activities.

Vendors are not permitted to distribute promotional materials, advertise, issue news releases, or make any broadcast any other public announcement regarding their products, equipment or services at Northern Light Health facilities unless prior written authorization from appropriate Northern Light Administrator.

SAMPLES

Pharmaceutical Samples are prohibited.

Non-Pharmaceutical clinical samples may be permitted only with prior approval from the Northern Light Health Value Analysis Team and may be used solely in accordance with approved guidelines within the member organization. Non-clinical samples may be permitted only with prior approval from the Northern Light Supply Chain Department.

CYBERSECURITY AND IT ACCESS REQUIREMENTS

Vendors must comply with Northern Light Health Information Security policies available at: <https://www.northernlighthealth.org/legal/vendor-information>.

Failure to comply with these Vendor Rules and Expectations may result in immediate suspension or and permanent expulsion and revocation of vendor access from Northern Light Health.