



# Healthcare Industry Representative (HCIR) LEVEL 2 Communication Packet

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Dear Vendor,

Based on standards and recommendations from The Joint Commission, AORN, ACS, and the CDC, we are required to maintain specific credentials for all healthcare industry representatives who are accessing our facilities. In order to facilitate that process more efficiently we have partnered with VendorClear.com, an independent on line vendor access service. As a part of this relationship it will require you to participate in their service to comply with our policy.

It is extremely important to Lutheran Hospital that we have all of our vendors participating. This will be beneficial for both of us as we move forward towards a less time consuming and cumbersome system.

The following will give you a brief description of VendorClear.com.

VendorClear.com is an on line service that allows you to electronically store all of the necessary credentials you need to access our facilities. The benefits of this service for you are:

- Added protection and safety while in any part of our facility
- Eliminate the inconvenient hassle of carrying and tracking hard copy credentials
- Store your documents electronically one time and you are done forever
- Instantly provide your credentials to any hospital, anytime, anywhere
- Stay current with email notifications on any credentials set to expire
- Eliminates the need from having to pay a fee to every hospital

VendorClear.com charges a one time annual fee that allows you to instantaneously provide your credentials to any hospital, anytime, anywhere. For further details about VendorClear.com and to get started please visit [www.VendorClear.com](http://www.VendorClear.com) or call them at 1 888 850 7484. The registration process is easy and only takes a few minutes of your time. VendorClear.com is available to answer any questions you might have Monday through Friday 7:30 am until 5 pm CST.

We value our vendor partnerships which enable us to provide the highest level of patient care. We appreciate your cooperation in our efforts to ensure the safety of our patients, visitors, staff, and all those coming in to our facility.

Sincerely,

Lutheran Hospital

***IMPORTANT: Any vendor who is not registered with VendorClear.com will not be allowed access into our facility effective December 1, 2009 .***







**If you have questions regarding these safety issues, ask department personnel to assist you.**

**If you need further assistance, contact Hospital Security**

### **Emergency Codes**

Code A Level 1 Critical Trauma  
Code A Level 2 Serious Trauma  
Code Amer/Adam .Child Abduction  
Code Black Bomb Threat  
Code Blue Respiratory or Cardiac Arrest  
Code D-1 Disaster - Prepare/Plan External  
Code D-2 Disaster - Victims Are Here  
Code D-3 Disaster-Prepare/Plan Internal  
Code Green Patient Elopement  
Code Pink Infant/Child Abduction  
Code Purple Child Abduction (DH)  
Code Red Fire  
Code Silver Person With a Weapon  
Code Sky Watch Severe Weather Watch  
Code Sky Warn Severe Weather Warning  
Code Strong Unruly Patient or Visitor  
Code White Winter Storm  
Code Yellow Hazardous Waste Spill  
Evacuation Alert Relocation of Individual  
Water Disruption Do Not Drink Water

#### **Fire Plan = RACE**

(Rescue Activate Contain Extinguish)

Rescue Patients

Activate - dial emergency #, pull fire alarm

Contain - close doors

Extinguish fire

#### **Fire Extinguisher = PASS**

(Pull Aim Squeeze Sweep)

Pull pin

Aim at base of fire

Squeeze trigger

Sweep back and forth at base of fire

#### **Emergency Phone Numbers**

Dupont Hospital - 3911

Lutheran & Rehab Hospitals - 5911

Orthopaedic Hospital - 55

St. Joseph Hospital - 3911

Bluffton Regional - 4300/4399

Dukes Memorial - 2222

Off-site locations - 9-911

Should the phones be out of service,  
ask about internal disaster plan.

#### **Security Phone Numbers**

Dupont - 3266

Lutheran - 7265

St. Joseph - 3055

Bluffton Regional - 4399

Dukes Memorial - Dial 0

Rehab - 434-7179

*Security Hours for Rehab Only*

8:00 AM - 5:00 PM / Monday – Friday



**Lutheran Health  
Network**

**Orientation  
Information**

## For Your Safety

1. Be aware of your surroundings, report suspicious activities.
2. Secure your belongings.
3. If leaving after dark, the Security Department is available for those who would like the assistance of an escort. (not available at RHFV)

## Bio-hazardous Waste

1. All hazardous waste (materials exposed to blood or body fluids) is disposed of in a designated receptacle.
2. All disposable sharps must be discarded immediately into designated containers that are closable, puncture-resistant and leak-proof.
3. If you witness a spill, notify a department associate.

## Material Safety Data Sheets (MSDS)

1. Provide information about chemicals and products that are potentially hazardous. If you should be exposed to or witness the spill of a potentially hazardous chemical, contact department associate.

## Radiation Safety

1. To protect yourself from radiation consider the following...
  - a. Time - decrease the time exposure.
  - b. Distance - increase your distance from the source of radiation.
  - c. Shielding - use a barrier (lead apron) between you and the source of radiation.

## Infection Control

1. Hand washing is the number one way to prevent the spread of infection. Hands should be washed before and after contact with patients.
2. Personal Protective Equipment (PPE)

To protect yourself and our patients, PPE must be worn when you are at risk for exposure to blood or body fluids.

Gloves

Masks

Face Shield

Safety Glasses

Gowns

Each situation should be assessed for the need to wear PPE.

The appropriate protection must be worn.

Ask for assistance if you are at risk for potential exposure.

## Patient Interaction

1. The patient care giver on the unit is in charge of coordinating the patient's care. Questions and/or need to interact with the patient should be directed to the patient care giver.
2. Prisoners who are handcuffed or otherwise legally restrained will be in constant attendance of the law enforcement officer.

## Restraints

1. Administration Restraints: ordered by Law Enforcement Officer.
2. Clinical Restraints: ordered by physician.

## Confidentiality

1. While providing services at the hospital, you are responsible for protecting the confidentiality and security of hospital information.

**Confidentiality** - refers to the trust placed in individuals to whom information is disclosed that the privacy of the information will be respected and the information will be used only for the purpose of which it was disclosed.

**Security** - means the protection of the information from accidental or intentional access by unauthorized people, from unauthorized modification, and from unauthorized accidental or intentional destruction.





## HCIR Level 2 QUICK START GUIDE

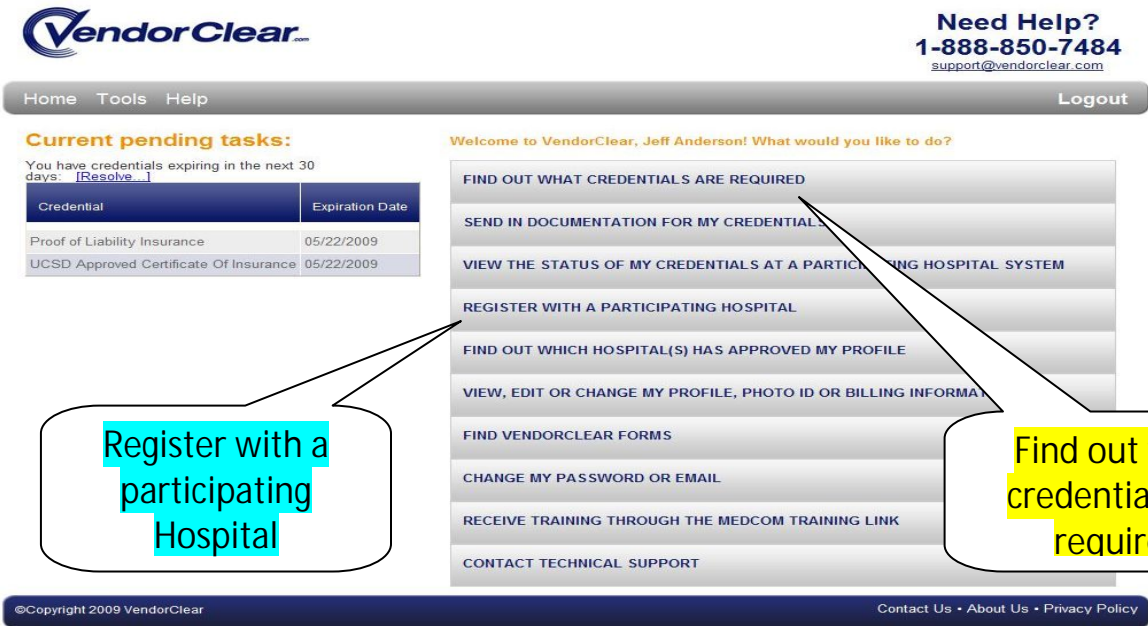
New HCIRs may quickly get started by following the 5 easy steps below:

**Current HCIRs skip to step 3a**

1. Go to [www.vendorclear.com](http://www.vendorclear.com)
2. Click on the "Register" button as shown below.



3. Complete the VendorClear registration and then return to the home page and complete the following items:
  - a. **Register with a participating hospital (See Below)**
  - b. **Find out what credentials are required at any participating hospital (See Below)**



4. Email or Fax the required credentials to VendorClear.com.
  - a. Fax : 952 843 5345
  - b. Email: [documents@vendorclear.com](mailto:documents@vendorclear.com)

Please note – documents that meet the standards detailed on each facilities required credentials document posted online will be loaded to your account within 72 business hours. You will receive an email confirming or denying the acceptance of a document.

5. Call VendorClear.com support at 1 888 850 7484 with questions. (M – F 7:30 am – 5 pm CST)

## FAQ's for Vendors

### What is VendorClear?

VendorClear is a web-based vendor access service for hospitals and Healthcare Industry Representatives (HCIRs). HCIRs electronically store all the necessary credentials online which allows hospitals to access this information through our secure website. Additionally, hospitals can easily communicate 24/7 with HCIRs via the internet.

### Why do I need to use VendorClear?

Hospitals partner with VendorClear to manage vendor credentials, track vendor activity and communicate with their HCIRs. HCIRs must sign up and provide all required credentials prior to providing any services in the facility.

### How do I register?

To sign up, hospital vendors must register an account and send proof of each required credential to VendorClear. To get started go to [www.VendorClear.com](http://www.VendorClear.com) and click on the New Vendor Representatives Register tab. This process will take approximately 10 to 15 minutes. You will need a valid email address and credit card. If you are part of a corporate account you will need the corporate account number before registering.

**Please Note:** Once you complete the initial registration process you MUST return to VendorClear.com and register with Lutheran Hospital. Only facilities you register for will be able to see your profile.

### What is the fee?

Level 1 HCIRs: \$59 per person annually

Level 2 and 3 HCIRs: \$129 per person annually

Note: You DO NOT pay per hospital, just one fee per year. This gives you full access to your VendorClear.com account 24/7. Payment is required during registration so please have available a valid credit card or corporate account number. All credit card payments automatically renew at the end of the period.

### Is my information secure?

Yes. Our system uses the same type of security found using online banking and we don't share your information with third parties (see our privacy policy on our home page). Only VendorClear.com participating facilities for which you register and VendorClear.com employees are able to view your information.

### How does the VendorClear service work?

It's easy! After you have gathered the required credentials, you can email or fax them to us at your convenience.

Email: [documents@vendorclear.com](mailto:documents@vendorclear.com) Fax: 952-843-5345

We recommend waiting 15 minutes after you fax or email documents before calling to verify we received the documents and when to expect them posted to your profile. We can be reached Monday through Friday 7:30 am to 5 pm CST. Our toll free number is 1-888-850-7484.

## FAQ's for Vendors

### **What if a non VendorClear Hospital asks to see my credentials?**

THIS IS THE BEST PART! Upon completing the sign-up process with VendorClear, your credentials are available anytime, anywhere there is internet access! Even if a hospital does not use VendorClear, you can sign in to your account and print off your credentials.

### **Why are you doing a criminal background check?**

VendorClear does not perform the criminal background check. Lutheran Hospital is requesting HCIRs submit a clean national criminal background check including sex offender checks or proof that a criminal background check has been completed.

### **What credentials do you require?**

First, the credentials are not VendorClear.com requirements. Lutheran Hospital is requesting all of the items and our private and secure database assists Lutheran Hospital in managing important training certifications, immunization records, proof of insurance, and policy agreements, etc. Second, the required credentials may be slightly different for each participating hospital. Please login to your account, click on tools, hospital links and choose the state and facility for specific requirements from the participating facility.

### **How do I know what credentials are required?**

Please reference the Lutheran Hospital Required Credentials for your corresponding Level to determine exactly what is required. This document will cover the process for each credential and can be found for each participating facility. Please login, go to tools, hospital links, choose a state and the participating facility.

### **May I send the credentials incrementally?**

Yes. Send the credentials as you receive them or send them all at the same time. Please send documents one of the following ways:

Email: [documents@vendorclear.com](mailto:documents@vendorclear.com) Fax: 952-843-5345

We recommend waiting 15 minutes after you fax or email documents before calling to verify we received the documents and when to expect them posted to your profile. We can be reached Monday through Friday 7:30 am to 5 pm CST. Our toll free number is 1-888-850-7484.

### **When will I get a receipt?**

Your credit card will be billed when you register. You will automatically receive an email receipt.