

Columbia St. Mary's Sales and Service Representatives' Guide

- Suppliers are required to have a copy of their company-issued certification or capabilities and training to provide specific services on file in the Materials Management Department.
- Suppliers that have patient contact are subject to the same documentation requirements as CSM's own employees, including documentation of Immunizations and TB testing. Your initial registration with Purchasing will provide more information.
- Sales Representatives must promptly leave after meetings are completed.
- Consignment and other agreements are valid when signed by Purchasing. CSM is not responsible for any charges under invalid agreements.

If You Are a New Supplier

Purchases shall be made from qualified manufacturers and their agents and/or distributors. Reputation, financial position and price structure must be adequate for consideration as a source of supply. If you are new to our hospital, make an appointment and register with the Purchasing Department. CSM has a commitment to supplier diversity.

Library of Product Catalogs and Price Lists

This is an important source of information for CSM personnel desiring to obtain information about your products. Please insure we have your most recent catalog and/or price list at all times.

Invoices

To enable us to approve payments in a timely manner:

- Direct all invoices to CSM, Inc., PO Box 364, Milwaukee WI 53201-0364.
- Each invoice must specify the Hospital's purchase order number and a complete description of the product or service, quantity shipped and agreed upon price.

Deliveries

Deliveries of all supplies and equipment must be made as directed by the Purchase Order. All shipments should be "FOB destination" unless otherwise specified and approved at the time of ordering. Deliveries will be accepted on weekdays between 8:00 a.m. and 4:00 p.m., excluding holidays. All deliveries are to be scheduled and approved at the time of ordering.

Returned Goods

Return of goods and equipment will be accompanied by an approved purchase order/return goods authorization to insure that the returning items receive proper credit and/or adjustment. Items that are returned to be repaired or replaced will also be accompanied by a purchase order. Suppliers may not remove products from any facility.

System Purchasing

CSM endorses and supports the group purchasing philosophy. We participate in all group purchasing agreements created by Ascension Health, and are a member of the Group Purchasing Organization, Broadlane.

Gifts and Gratuities

It is the policy of CSM that personnel shall not accept gifts or gratuities from suppliers at any time, in any form.

Smoking Policy

CSM is committed to improving health and promoting effective healthy habits. While the hospital recognizes the right of each individual to make a choice to smoke, we respect the right of nonsmokers to a healthy, smoke-free environment. Smoking is not allowed on the campus, parking lots, or any CSM owned property.

For more information: see CSM Policy 0826.

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Sales and Service Representatives' Guide

Columbia St. Mary's includes:
Columbia Hospital
St. Mary's Hospital, Milwaukee
St. Mary's Hospital, Ozaukee
Sacred Heart Rehabilitation Institute
Orthopaedic Hospital of Wisconsin
River Woods Urgent Care Center
Over 30 Clinics

CSM Purchasing Office is located at
4425 North Port Washington Road
Glendale WI 53212
414.326.1775

email: purchasing@columbia-stmarys.org

Thanks for taking the time to read this brochure and familiarizing yourself with CSM. Once again, we invite any suggestions you may have to improve the service.

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Welcome

Columbia St. Mary's is a member of Ascension Health. Ascension Health is the nation's largest Catholic and largest nonprofit health system, serving patients through a network of hospitals and related health facilities providing acute care services, long-term care, community health services, psychiatric, rehabilitation and residential care. Please visit ascensionhealth.org. Click on "About Ascension Health" for the Ascension Health Supplier Guide.

Providing quality health care in today's environment requires a growing commitment to maximizing our material resources. In response to this need, Columbia St. Mary's (CSM) uses a Supply Chain Management approach to the planning, negotiation, acquisition, inventory management, distribution, utilization and disposition of all goods, services and equipment.

Please take a few minutes to read this brochure and familiarize yourself with CSM. Our purpose is to help you better understand our purchasing and product evaluation methods. We invite any suggestions you may have to improve our service.

What Do We Hope To Accomplish?

Our policies strive to create a safe, more orderly environment for our patients, hospital staff and suppliers. They are not meant to be restrictive or punish suppliers.

Our basic objective is to provide the right material in a cost-effective and efficient manner.

Visiting CSM

Sales Representatives must register with Purchasing prior to their first visit to any of the CSM facilities. Sales Representatives may call on hospital personnel by appointment only. Meetings with physicians in a CSM department must be approved by that department. Pharmaceutical Representatives should make advance appointments with the Pharmacy.

Your First Stop

During your initial registration with Purchasing you will be directed to the proper check-in procedures at each site. Each site will provide you with an identification badge (sticker). The identification badge is valid for that day only and should be returned after completion of your visit.

Evaluation of New Products

All new products to be considered by CSM must be reviewed and approved by the hospital's Value Analysis Team. All new products must be brought to the attention of the Purchasing Department. If appropriate interest in the product is generated, it may be placed on the agenda for further review and action.

The Value Analysis Team meets monthly. Any interested person (employees, physicians, etc.) may request that an item be considered for the agenda. Under no circumstance may a new product be used in the hospital without prior committee approval. This Value Analysis Team may approve an evaluation period for several competitive products. The specific areas of the hospital chosen to conduct the evaluation will be coordinated through the Team. Sales Representatives will be expected to provide product in-service with appropriate information on the use of the new product as necessary. During all evaluation periods, the distributor and/or manufacturer is expected to furnish their product on a no-charge basis. A no-charge PO will be provided.

Surgical Services / Procedure Areas

Surgical Services and Procedure Areas have many precise requirements concerning supplier and service representative responsibilities while in these areas. These requirements include recommendations from both AORN and ACS. Please request detailed information from Purchasing. Scrubwear, if necessary, will be supplied by CSM and worn by the supplier as directed by the CSM department.

Samples

Under no circumstances may medical and surgical samples be left with anyone without the prior approval of the Purchasing Department.

Capital Equipment

If capital equipment is approved for evaluation, a "no-charge" purchase order will be issued to verify the receipt of equipment during the evaluation period.

For Your Information

1. The success of our procurement function depends on the ability of our Purchasing personnel to establish and maintain mutually satisfactory relationships with carefully selected, reliable suppliers who are fully capable of meeting our requirements to supply the proper quality at a competitive price in time to meet our delivery needs.
2. The Purchasing Department must be involved in negotiations for the purchase or consignment of materials, equipment and supplies necessary for CSM operation.
3. Suppliers are not to accept any orders unless they are accompanied by an authorized hospital purchase order number. The hospital is not responsible for payment if a purchase order number has not been assigned to the transaction.
4. CSM is not responsible for payment for products not introduced according to our policies.
5. Requests for quotations including specifications, terms and conditions on major product categories and capital equipment will be submitted to selected suppliers as required. All quotations must be returned to the Purchasing Department by the date specified on the request.
6. Deliveries of products and equipment that do not have a PO number or are not scheduled may be refused.