



September 21, 2022

To our valued vendor community,

Vendors play an important role in patient care and the operations of our Regional Health Authorities (RHA) sites. Interactions with vendors occur in a variety of contexts, including marketing of new medical devices and/or equipment, on-site training for newly purchased products, and educational support. These interactions are important for promoting the clinical, educational, innovation, and research goals of the RHA's.

However, given the busy schedules of our staff at hospital sites, particularly in clinical departments, **we require that all vendor representatives seeking access to these areas do so by appointment or invitation only.** All employees/physicians reserve the right to turn away vendor representatives without appointments.

Vendor representatives aiming to meet with clinical staff/departments are asked to ensure that each visit:

- is pre-approved by appointment or invitation;
- has a clearly stated agenda and is relevant to the purposes of education, technical support, product update, or otherwise previously approved purpose;
- does not interfere with existing contracts or Open Call processes;
- complies with Privacy and Confidentiality policies; and
- does not interfere with RHA staff workflow or patient care.

Policies regarding vendor access to clinical areas, introduction of new products, product evaluation, and vendor relations are currently under development. Once finalized, information regarding the processes will be found on our [Central Health-Supply Chain website](#).

We recognize the vital role our vendor partners play in our health system and the importance of vendor representatives having the opportunity to engage with RHA clinicians and employees. Please respect our clinician and employee time and ensure to only visit RHA sites under the appropriate circumstances and adhere to the above principles.

Thank you for your continued support and co-operation!

Vendor Management Team
Provincial Health Shared Services Supply Chain Department