

## Welcome To FHN

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FHN, together with those we serve, improves health and provides superior, quality healthcare services. Respect, dignity and compassion guide our interactions, while leadership and wise stewardship of resources direct the process. The Supply Chain Management function represents the organization in defining, educating and enforcing vendor policies. To that end, we ask you to become familiar with the following protocols. **Failure to follow FHN policies and protocols, including ethics policies, may result in the revocation of Approved Vendor status for you and/or your organization.**

### Location

FHN is located at 1045 W. Stephenson St., Freeport, IL 61032. The Supply Chain Management department is located on the lower level of the hospital.

### Hours

By appointment only  
8:00 AM to 5:00 PM,  
Monday through Friday.

### General Phone Numbers

Contact FHN directly at 815-599-6000 or you may contact the Supply Chain Management department directly at 815-599-6104.

### What entrance(s) should I use?

All sales and contract service personnel are **required** to use the main hospital entrance. Please have your business identification available and present it to the hospital staff on duty. Further directions will be given by the front desk representative.

### Is there any designated vehicle parking for vendors?

Yes, surface parking is available in the main lot for vendors/contractors. This lot is on the east side of the hospital. Please park as far from the main entrance as possible, to allow for ample patient parking.

### Who am I allowed to call on?

Management personnel or duly authorized staff from any department, **by appointment**. However, you must register first, and receive your vendor identification badge. From there, a call will be placed to the department, to confirm your appointment. All vendor

representatives must uphold the FHN Code of Ethics including but not limited to acts which could be interpreted as creating the appearance of a conflict of interest. The FHN Code of Ethics will be provided upon request.

### What if I have a new product which I would like to show to a department or physician?

FHN's current contractual commitments for equipment, supplies and related services may determine whether your product can be considered for review. So, before making any arrangements with a department representative or physician, you should first prequalify your product or service by contacting the Supply Chain Management department. Products not under contract with FHN or designated GPO will be paid at no greater than the midpoint of benchmarked price as determined by Supply Chain

### My product has been successfully prequalified. How then do I go about introducing my product for evaluation?

FHN has an established Value Analysis Teams for the express purpose of reviewing, evaluating, and recommending which products can be introduced throughout our organization. All product review requests for any product being considered, other than mandatory by regulation, **MUST** be initiated or sponsored by a FHN associate.

If the Value Analysis Team considers an evaluation, the vendor may be required to provide a sufficient supply of merchandise for a proper evaluation. At the conclusion of the evaluation period, a final recommendation will be given to the vendor representative and FHN's organizational product sponsor.

### What are Preferred Vendor Requirements?

Vendors assisting FHN in controlling expenses while improving patient care can become a Preferred Supplier. Preferred vendors have met key cost containment elements including but not limited to the following::

1. Vizient or Intalere contracted
2. EDI Purchase Order(850), Advanced Ship Notice, Electronic Catalog and Electronic Invoice capabilities

3. Free Online support systems accessible by FHN personnel
4. Product pricing meets benchmarking guidelines and accepts electronic payments

### Someone, other than the Supply Chain Management department staff, has decided to place an order to purchase product from the vendor organization – is this acceptable?

No. Unless the request bears a valid purchase order number and is signed by a duly authorized agent from the Supply Chain Management Department, FHN will **NOT** be responsible for any receipt or payment of goods. Verbal orders should not be accepted by the vendor from anyone in the organization with the exception of a specific class of transactions. Please contact the Supply Chain Management department for a listing of the exceptions.

### A vendor's order has been picked, packed and is ready to be shipped. Are there specific instructions for shipping to FHN?

All shipments to FHN locations must be accompanied by a packing slip or EDI Advance Ship Notice. This document **MUST** contain a confirming purchase order number if required. Products received, but not listed on purchase order documents, or shipments audited without containing routing instructions or conspicuous markings, may be returned at the shipper's expense. FHN Supply Chain Management associates will not be held liable for the handling, distribution or safekeeping of merchandise of a "personal" nature intended for individual associates in the organization.

### Where should we deliver all freight?

Deliveries should be made to the receiving dock, accessible from Lincoln Street, which is on the south side of the FHN campus. The dock is open between the hours of 7:00 AM and 4:00 PM, Monday through Friday. Any exceptions to these hours must be approved 48 hours in advance, by the Supply Chain Management department.

### How does FHN feel about vendors stopping

***by without an appointment?***

*Recognizing everyone's time is valuable we expect all sales and relationship calls to be arranged prior to your arrival.*

***What about Registration?***

*FHN has chosen Reprax as the Vendor registration system, sales and support must register at each visit. Directions are given at the front desk to the Kiosk to Register at.*

***FHN, We're Here for You.***