

Failure by vendors and their HCIRs to act in accordance with this National Standard for Vendor Credentialing or with individual HCO's vendor codes of conduct and/or vendor guidelines could result in restrictions to the representative.

When credentialing policy and contract differ, the contract between the parties will prevail.

HCIR Categories

Credentialing standard requirements should be proportional to HCIRs' roles. Attestation by a vendor to the National Standard for Vendor Credentialing is deemed to reflect those of the following HCIR category levels applicable to that vendor.

Category I – HCIR Guest

- *Definition:* HCIRs who may seek to call on an HCO facility, but do not provide technical assistance, do not operate equipment, do not enter patient care or clinical areas and do not provide assistance to, or consult with, patient care staff or clinicians.
- *Requirements:* credentials or documentation are not required, but individuals must wear a name tag identifying their company and personal name.

Category II – Tech Support and Sales HCIR

- *Definition:* HCIRs who seek to call on patient care environments excluding sterile or restricted areas.
- *Requirements:* attestation to points 1 through 8 of the Standard and wearing of a name tag identifying their company and personal name.

Note: *In certain situations, vendor companies may utilise the services of third-party contractors or staff from other countries to provide installation, maintenance or trouble-shooting services on medical equipment in healthcare facilities. In these situations, it may not be possible for the vendor companies to comply with the HSCN credentialing requirements and provide services in a timely manner. In such situations it is incumbent on the vendor to advise the healthcare provider in order to seek exemption to the vendor's attested compliance to the National Standard.*

Category III – Clinical Support and Sales HCIR

- *Definition:* HCIRs who seek to call on patient care environments including sterile or restricted areas.
- *Requirements:* attestation to points 1 through 9 of the Standard and wearing of a name tag identifying their company and personal name.

Note: *In certain situations, vendor companies may utilise the services of third-party contractors or staff from other countries to provide installation, maintenance or trouble-shooting services on medical equipment in healthcare facilities. In these situations, it may not be possible for the vendor companies to comply with the HSCN credentialing requirements and provide services in a timely manner. In such situations it is incumbent on the vendor to advise the healthcare provider in order to seek exemption to the vendor's attested compliance to the National Standard.*

Supply Chain is a Strategic Patient Care Function