

Vendors are to provide an annual attestation that each of the vendor's Healthcare Industry Representatives (HCIRs) who calls on a Healthcare Organization (HCO), to supply goods or services to a healthcare facility and whose Category (as defined in the HCIR Categories) requires it:

1. Has passed an appropriate process for hiring and/or screening to determine he/she does not have a background that would pose a security risk to patients and residents within the healthcare setting.
2. Has shared their immunization status and the date of their most recent vaccination for Influenza, MMR, Chicken Pox, Tetanus, Hepatitis B and Tuberculosis testing with their vendor employer.
 - This information will be made available to an HCO in the event it is needed for the purpose of safety such as a pandemic or outbreak. If HCIR access restrictions need to be implemented, they should not exceed those placed on HCO workers. Vaccination and TB testing frequency should meet the guidelines provided by the Centre for Infectious Disease Prevention and Control (CIDPC) – part of the Public Health Agency of Canada (<http://www.phac-aspc.gc.ca/centres-eng.php>). An HCIR, who declines to share their immunization status with their vendor employer, will be presumed not to be vaccinated for pandemic or outbreak management purposes.
3. Has the appropriate education and training concerning any goods, services and information supplied.
4. Has received training on the Canadian Personal Information Protection and Electronic Documents Act (PIPEDA), and any applicable provincial legislation regarding patient privacy.
5. Has been made aware of, and have undertaken to respect, principles and procedures regarding appropriate handling and non-disclosure of HCO's confidential and proprietary information.
6. Where appropriate for the specific position of the HCIR, has been made aware of Provincial Procurement Directives, Canadian Free Trade Agreement (CFTA) and any other inter-provincial trade agreements.
7. Has been trained on policies and procedures consistent with nationally recognized applicable industry code of ethics such as the MEDEC Code of Conduct, the Innovative Medicines Code of Ethical Practices etc.
8. Has received training consistent with the Position Statement on Hand Hygiene by the Community and Hospital Infection Control Association of Canada (CHICA-Canada).
9. Has the appropriate education and training relating to sterile or restricted areas such as an Operating Room, Cath Lab, Interventional Radiology, Medical Device Reprocessing Department (SPD) (e.g. sterile/aseptic controls), as applicable.

Vendor credentialing requirements should be consistent with the expectations placed on the general public for visits to public areas of the HCO and with HCOs' own staff for entering restricted areas of the facility.

Individual HCOs may have organization-specific vendor codes of conduct and/or vendor guidelines, which should be made available to vendors and their HCIRs.

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 nametag 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 nametag 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 nametag 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.