



July 1, 2025

Dear Vendor Representative,

UC Davis Health is committed to maintaining the highest ethical standards in clinical and business practices. As such, the University has recently updated its policies and procedures that govern vendor/supplier on-site visits and will continue to use the Symplr application to support its Vendor Access Program.

This letter includes a summary of our expectations for vendors who wish to visit our premises. We ask that all individuals who conduct business at UC Davis Health on behalf of your organization review our updated policies and take a moment to review the expectations outlined in this letter.

You can also print the Vendor Symplr Rules Overview (1-Pager), which highlights some of our vendor access rules. This one-pager and additional information about our program is available on the Supply Chain Management website (<https://health.ucdavis.edu/supplychain/>).

SUMMARY

All vendor/supplier representatives (Representatives) must register with Symplr, complete all applicable credentialing requirements, and comply with the following when visiting a UC Davis Health location:

Onsite Visits

All Representatives who wish to visit a UC Davis Health location must have a scheduled appointment with a specific UC Davis Health member prior to coming onsite. Appointments may only be scheduled with those Representatives that have completed the Symplr registration process. Unscheduled or “cold call” visits are not permitted, and access is restricted to the date, area and person specified in the appointment. Representatives cannot make sales visits when they are on site for other official business.

Access to Facilities

Representatives must enter UC Davis Health facilities through public entry points and follow facility guidelines once on site. Representatives are confined to public areas unless invited elsewhere as part of their scheduled visit. They must not follow personnel into restricted or badge-accessed areas unless authorized to do so. Restricted areas may include:

- All patient care areas, including surgery/operating rooms
- Conference rooms
- Physician/staff locker rooms or lounges
- Supply processing or storage areas

Symplr Registration

All Representatives visiting UC Davis Health locations must register in Symplr prior to their first visit using the most appropriate and accurate “vendor category”. If required, Representatives must complete all background checks and health screenings prior to visiting a UC Davis Health location. Representatives should use their full legal name (the first name can be a preferred name) and include a picture of their face in their Symplr profile whenever possible.



Check-In & Check-Out

All Representatives must check-in to Symplr when they visit UC Davis Health. Information entered into Symplr must be accurate and free of spelling errors. Representatives must specify the full first and last name of the person extending the invitation, the department/location they are visiting and the most accurate appointment length.

Representatives must check-out of Symplr at the end of each visit and return all UC Davis Health issued scrubs.

Badges

Representatives must wear an identification badge at all times while on UC Davis Health premises. The badge must be visible, up-to-date and accurate. Representatives whose Symplr badge is labeled "MASK" must wear a mask at all times while on University premises. A new Symplr badge should be printed each time the Representative visits a new location or the purpose of their visit changes.

Access to Clinical Areas

Representatives seeking access to clinical/procedural areas must register in Symplr as a clinical representative and meet all applicable credentialing requirements. At the discretion of the UC Davis Health workforce member involved in a clinical case, suppliers are permitted in clinical areas for legitimate clinical purposes. All Representatives should conduct their business outside of patient care areas whenever possible. Authorized staff must accompany the Representative at all times in patient care areas.

Confidentiality and Patient Privacy

All suppliers and their representatives must comply with (1) all federal and state regulations related to protecting and keeping confidential Protected Health Information (PHI) and (2) all applicable University confidentiality and privacy policies and procedures. If their business requires access to patient care areas, they must sign a confidentiality agreement.

Gifts and Promotional Materials

Representatives may not provide gifts or giveaways of any nature (pens, note pads, coffee/coffee mugs, gift cards, etc.) to UC Davis Health workforce members during their visit. This applies to all areas of UC Davis Health, both public and restricted, including waiting rooms and hospital cafeterias.

UC Davis Health values its collaboration with industry organizations. We are committed to promoting integrity and honesty in our dealings with industry providers and we look forward to your support in these efforts. If you have any questions about the Vendor Access Program, please contact Supply Chain Management team at (916) 734-2475.

Thank you,

Annie Reyes-Salgado, MBA

Director, Supply Chain and Contracting Services
UC Davis Health