

# Novant Health Responsibility Guide for Green Security



Vendor representatives should be following a specific procedure that conforms with Novant Health's policy. Team members need to be aware of this procedure so as to ensure responsibilities are performed accurately, safely, and effectively.

## Scheduled Appointment

### Vendor Representative

The representative should already have an appointment scheduled in Green Security.

### Team Member

Prior to a vendor visiting Novant Health, the department leadership or designee is responsible for verifying the vendor representative's credentials and scheduling an appointment in Green Security.

If you have not previously held Vendormate internal access, you will need to request access to be a [Green Security Vendor Credentialing User Access](#).

## Display Badge

### Vendor Representative

The representative should have their Green Security badge and their company badge displayed above the waist.

## Team Member

You should be vigilant of visitors to Novant Health. If you notice individuals who are not wearing a Green Security badge, you must inform of the Novant Health vendor policy.

- If they have an appointment and they have not scanned their badge, escort them to the kiosk to scan the badge and then escort them to the department. You can quickly check if a representative has scanned their badge on the mobile app.
- If they forgot their badge, but claim they have an appointment, ask them to show you their mobile app or you can check for yourself with your internal access on the mobile app.
- If they do not have an appointment, escort them to the nearest exit.

Novant Health team members need to set up notifications in Green Security to alert them of scan violations.

## Badge Descriptions



Level 2A Badge



Level 2B Badge



Level 3 Badge

### Level 2A

**[Green]** For non-patient care area contractors and vendors that visit the facility beyond the facility/receiving dock which also includes Minority Owned & Small Businesses.

Examples of Facility and Construction Contractors include, but is not limited to:

- HVAC
- Flooring
- Plumbers
- Electricians
- Service Delivery Personnel

### Level 2B

**[Yellow]** For non-patient care area vendor representatives.

Examples of Sales and Service representatives who do not enter clinical, procedural, patient care or restricted access areas include, but is not limited to:

- Sales
- Education
- IT, Programming Support, Technical Support Providers
- Equipment/DME Providers
- Medical Device & Pharmacy Reps
- Reps visiting departments such as Lab, Radiology & Diagnostic areas
- Temporary Warehouse Workers
- Revenue Cycle Coders
- Project Managers
- Consultants

### Level 3

**[Blue]** For patient care area vendor representatives.

Examples of Sales and Service Representatives that access clinical, procedural, patient care or restricted areas include, but is not limited to:

- Ortho/Spine Reps
- Repair Technicians
- Implanted Pumps and/or other devices
- Temporary or Contingent Nurses

## Scan Badge



Kiosk Scanning Station



Mobile Scan

## **Vendor Representative**

The representative should scan their Green Security badge at the kiosk when checking in for their scheduled appointment.

## **Team Member**

Each vendor representative visiting must be compliant in Green Security with an 'APPROVED' status and scheduled appointment. Do not allow vendor representatives to "piggy-back" or "tailgate."

Follow the *Kiosk Downtime Procedure* as necessary:

1. Utilize second kiosk at facility if operational.
2. Department leadership or designee to verify appointment in Green Security.
3. Mobile badge sign-in from the Green Security app. This is used as a last resort for Acute.

## **Follow Individual Department**

### **Vendor Representative**

The representative must adhere to individual department guidelines and requests at all times.

### **Team Member**

Some departments may have their own department guidelines that each vendor representative needs to follow at all times. For example, a red cap must be worn. Be aware that some requirements can vary from facility to facility and department to department.

## **Check Out and Leave Facility**

### **Vendor Representative**

Once the representative checks out, they must leave the facility.

### **Team Member**

You should ensure that once a representative checks-out that they must leave the facility. Reports can be generated in Green Security of those representatives not checking in or out to manage more effectively.



**NO SAMPLES  
CAN BE LEFT!**

### **Vendor Representative**

Representatives are not permitted to leave product samples unless approved.

### **Team Member**

If vendor representative has a sample, DO NO ACCEPT! You must refer them to the New Product Introduction and/or Sourcing.