



Job Description for American Sign Language Interpreters working at Partners In Communication:

Interpreters must be able to interpret accurately and objectively in both the expressively (sign-to-voice) and the receptive (voice-to-sign) languages. Knowledge of deaf culture is a must.

Qualifications:

Education:

Minimum: High School Completion- Bachelors Degree preferred.

Must be a current certified member of RID in good standing.

Must have experience in the health care setting with training in this field preferred. Also working knowledge of medical terminology, anatomy and physiology, signs and symptoms required.

Experience:

At least 4 years as a working interpreter. Previous experience working as a medical interpreter preferred.

Fluent in at least written and spoken English and American Sign Language.

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Vendor Code of Conduct



Kaiser Permanente¹ strives to demonstrate high ethical standards in our business practices. Our Vendors² play an integral role in making this happen. We have created the Vendor Code of Conduct to communicate to our Vendor community the minimum standards by which all Vendors are expected to conduct themselves when providing goods and services to Kaiser Permanente.

Gifts and Business Courtesies – Kaiser Permanente discourages you from providing gifts, meals, entertainment or other business courtesies to Kaiser Permanente physicians, employees and contractors working in Kaiser Permanente facilities (“KP Personnel”). The following are never acceptable:

- Gifts or entertainment that exceed \$25.00 in value
- Gifts, meals or entertainment that are given on a regular basis
- Cash or cash-equivalents, such as checks, gift certificates/cards, stocks, or coupons
- Gifts from government representatives
- Gifts or entertainment that violate any laws
- Gifts or entertainment that reasonably could be perceived as a bribe, payoff, deal, or any other attempt to gain advantage or
- Gifts or entertainment given to KP Personnel involved in Kaiser Permanente purchasing and contracting decisions.

Stricter limits apply in some entities and workgroups. KP Personnel employed by the Northern California Region are not permitted to accept gifts or entertainment of any value.

Family or Household Members – Conflicts of interest between a Vendor and KP Personnel, or the appearance thereof, should be avoided. We recognize that there are circumstances where members of the same family or household may work for Kaiser Permanente and a Vendor. However, if this creates an actual or potential conflict of interest, the conflict must be disclosed by the Vendor. The disclosure must be made at the earliest opportunity, in writing, to a person in authority at Kaiser Permanente, other than the person who has the relationship with the Vendor.

Compliance with Laws – Vendors are expected to conduct their business activities in full compliance with applicable laws and regulations, including laws that are applicable to individuals and entities receiving federal funds.

Privacy and Security – Federal and state laws require Kaiser Permanente and our Vendors to provide for the privacy and security of member and patient information. Vendors are responsible for assuring that all Vendor employees who provide any services to Kaiser Permanente are knowledgeable about the requirements of both the Health Insurance Portability and Accountability Act (HIPAA) Privacy and Security Rules and, where applicable, those state laws and Kaiser Permanente policies that provide for more stringent protection of protected health information (PHI). If PHI for Kaiser Permanente's members/patients will be disclosed to you or if you will have access to such information, we may be required to enter into a business associate agreement with you.

Ineligible Vendors – Kaiser Permanente will not do business with any Vendor if it or any of its officers, directors or employees is, or becomes, excluded by, debarred from, or ineligible to participate in any federal health care program, or is convicted of a criminal offense in relation to the provision of health care. Kaiser Permanente expects each Vendor to (a) disclose whether any of its officers, directors or employees becomes sanctioned by, excluded from, debarred from, or ineligible to participate in any federal program or is convicted of a criminal offense related to the provision of health care and (b) assume full responsibility for taking all necessary steps to assure that Vendor employees directly or indirectly involved in providing goods and services to Kaiser Permanente have not or are not currently excluded from participation in any federal program.



Fraud, Waste and Abuse – Kaiser Permanente will investigate allegations of Vendor fraud, waste or abuse and, where appropriate, will take corrective action, including but not limited to civil or criminal action. The Federal False Claims Act and similar state laws are designed to reduce fraud, waste and abuse allowing citizens to bring suit on behalf of the federal government to recover fraudulently obtained funds (i.e., “whistleblower” or “qui tam” actions). **KP and Vendor Personnel** may not be threatened, harassed, or in any manner discriminated against in retaliation for exercising their rights under the Federal False Claims Act or similar state laws.

Kaiser Permanente Principles of Responsibility and Compliance Hotline – The Kaiser Permanente *Principles of Responsibility (POR)* is the code of conduct for KP Personnel in their daily work environment. Vendors are requested to report any suspected wrongdoing or compliance violations. The Kaiser Permanente Compliance Hotline is a convenient and anonymous way to report suspected wrongdoing without fear of retaliation. It is available 24 hours a day, 365 days a year. Our toll free Compliance Hotline number is **1-888-774-9100**. Complaints are investigated by qualified compliance consultants and investigators. Appropriate action is taken against employees and Vendors found to have broken the law or violated internal policies.

Environmental Purchasing Policy – In support of our mission to improve the health of our members, patients, and the communities we serve, Kaiser Permanente is committed to purchasing products and services whose environmental impacts are found to be less damaging to the environment and human health. Kaiser Permanente expects Vendors to develop price competitive, environmentally sound, and safe products and services that help us achieve our environmentally preferred purchasing objectives.

Supplier Diversity Program – Kaiser Permanente has a long tradition of support for programs that foster diversity in our organization, and in our communities. Where applicable, Kaiser Permanente expects its Vendors to mirror our commitment, through subcontracting opportunities with diverse businesses.

Visitation Policy – When visiting Kaiser Permanente facilities, Vendors shall comply with the applicable Kaiser Permanente supplier visitation policy, which shall be made available at facilities upon the request of a Vendor representative. Vendor representatives are required to schedule appointments and must register prior to visiting any area of our medical facilities. The registration includes the area to be visited, and visits are restricted to the location(s) noted in the registration. Visitor badges provided by the facility must be worn at all times.

Publicity – Advertising, press releases, or any other general public announcement by a Vendor, stating the availability of its products or services at Kaiser Permanente is strictly prohibited unless the Vendor has obtained prior written authorization from an authorized Kaiser Permanente employee.

Vendor Compliance Training – Kaiser Permanente requires certain Vendors, including Vendors providing onsite services, to complete Kaiser Permanente’s compliance training as required by their applicable contract, laws, or regulatory agency action. The Vendor must ensure that its employees and agents complete Kaiser Permanente’s compliance training. Please refer to your Kaiser Permanente contract manager for guidance regarding these requirements.

Resources – For more information on Kaiser Permanente’s policies, contact your contract manager or visit Kaiser Permanente’s Vendor compliance Web site at: kp.org/compliance.

As used in this Vendor Code of Conduct

¹ “Kaiser Permanente” means any of the entities that participate in the Kaiser Permanente Medical Care Program, including Kaiser Foundation Health Plan, Inc. and its subsidiaries, Kaiser Foundation Hospitals and its subsidiaries, the Permanente Medical Groups, and The Permanente Federation LLC and its subsidiaries (collectively, “Kaiser Permanente”) in order to provide products and services to Kaiser Permanente and/or Kaiser Permanente members.

² “Vendor(s)” include any contractors, manufacturers, suppliers, distributors, wholesalers, service companies, and other businesses that contract with, or seek to contract with Kaiser Permanente to provide products and/or services to Kaiser Permanente and/or Kaiser Permanente members or patients. Vendor(s) does not include contractors, e.g., physicians and hospitals, who provide direct medical services.

Updated 8/6/10



Compliance Hotline 1-888-774-9100 • Compliance Online kp.org/compliance





KAISER PERMANENTE

Supplier Representative Visitation Policy

Dear Supplier Representative,

Welcome to Kaiser Permanente. We appreciate the interest that you have in providing products, services or equipment to our facilities. Kaiser Permanente's National Materials Leadership Team, with representation from all Kaiser Regions, has developed the following visitation policy for Supplier Representatives of medical and non-medical equipment, supplies, and non-provider services. Each Kaiser Permanente Region has a regional specific Supplier Representative Visitation Policy. Your regional Supplier Representative will need to contact the Regional Kaiser Permanente Materials Management department and review and sign the regional specific Supplier Visitation Policy.

This document does not include our policy for pharmaceutical vendor visitation.

CONTACTING HEALTH CARE PROVIDERS

All Supplier Representatives must have a scheduled appointment with a specific individual. Unscheduled visits are not permitted. Regardless of appointment status, all Supplier Representatives must check in prior to proceeding to the individual's office or work area. Cold Calls are expressly forbidden.

A list of individuals who do not wish to be called upon will be provided by the Regional Kaiser Permanente Materials Management Department. This list is location specific. Supplier Representatives should not attempt to make appointments with these individuals.

Electronic transmission within Kaiser Permanente facilities by Supplier Representatives, or promotional agencies or individuals acting on behalf of Supplier are prohibited. Fax machines, electronic mail systems, voicemail systems etc., in Kaiser facilities are essential to the support of patient care, and may not be used for promotion.

HIPAA

All visitors to Kaiser Permanente facilities must be compliant with Federal HIPAA regulations related to protecting and keeping confidential Protected Healthcare Information (PHI). All Supplier Representatives who have contact with

Health Care Providers must be certified by their company as HIPAA compliant and meet Kaiser Permanente's requirements.

REGISTRATION

All Supplier Representatives must register prior to visiting any area of the medical facility.

This registration only applies to the date and area or person specified, and does not provide authorization to visit other areas.

"Cold calls" whether in person or by phone or email are not permitted.

The following information will be requested each visit: Date, Name, Company, equipment/product(s) to be detailed, Name(s) of person(s), department(s) to be visited.

VISITOR BADGES

Upon registration, each Supplier Representative will be provided a "Visitor" badge, which must be worn at all times while in the facility. In addition, representatives must also wear their official company badge during each visit.

RESTRICTED AREAS

Supplier Representative activities are confined to non-patient care areas unless accompanied by a Health Care Provider or department manager. Restricted areas may include:

- a. All patient areas and nursing floors,
- b. ASC, Surgery/Operating Rooms
- c. Emergency Department
- d. Physician offices & lounge areas
- e. Mailroom & copy rooms
- f. Employee lounges or break rooms
- g. Supply storage areas
- h. Central Sterile Processing

HEALTH SCREENING

Prior to entering an Operating Room/Surgery Center, Sales Representative shall be in satisfactory health, i.e. free of communicable diseases, have no fever, cough or runny nose.

FACT SHEET

Supplier Representatives may receive a Manufacturer's Fact Sheet and be asked to complete and update the sheet as needed.

KAISER PRODUCT STANDARDIZATION

Kaiser Permanente has established contract standards for products and actively supports the use of National contracts. Non-standard products and services in competition with Kaiser Permanente standards may not be detailed unless approved by the Regional Kaiser Permanente Materials Management Department.

Accompanying medical literature reprints, for such a product, must denote on the literature that the product is non-standard according to Kaiser Permanente. Duplicate copies of sales information must be provided to the Regional Kaiser Permanente Materials Management Department.

Supplier Representatives are prohibited from;

- Providing comparative cost information to Kaiser Permanente Health Care Providers, as Supplier Representatives do not have access to Kaiser acquisition costs and therefore cannot provide meaningful comparisons between their products and competitive items
- Communicating contract specific information prior to the formal announcement by Kaiser Permanente
- Distributing pens, posters, pamphlets, booklets, and other promotional materials for non-standard equipment and products as defined by Kaiser Permanente
- Inaccurately representing contract agreement language, terms and conditions, etc.
- Completing or participating in the completion of standard equipment and product exception request in any manner.

EVALUATIONS, SAMPLES, AND LOANERS

Product samples will be requested by Kaiser Permanente Materials Management Department ONLY, and may not be left with any Health Care Provider to be trialed. ALL trial samples and/or equipment evaluations

will be requested through the use of a no charge purchase order.

All samples will be at no charge; invoices for samples will not be honored. If payment is expected for a product being left at the facility, a purchase order must be obtained from the Regional Kaiser Permanente Materials Management Department prior to leaving the facility. Trial results will be shared regionally and nationally within Kaiser Permanente.

“Loaner” equipment must be clearly identified and delivered to the facility and contact noted on the purchase order. Equipment must be clearly tagged with the name of the company who owns it. The company loaning the equipment will be responsible for damage and routine repairs, and assume liability for any damages claimed by a patient in connection to its use.

Delivery of loaner equipment to the medical facility must be arranged to allow adequate time for Kaiser Permanente Biomedical Engineering personnel to perform all necessary tests and approve the equipment for use. Removal of loaner equipment is the responsibility of Supplier. The cost of supplies associated with loaner equipment must be pre-approved by the Regional Kaiser Permanente Materials Management Department. Invoices not pre-approved will not be honored.

Supplier Representative must clearly communicate the status of FDA clearances and other relevant clearances of any product being left at the facility.

PURCHASE ORDERS

Only Kaiser Permanente Materials Management offices are authorized to enter into purchase agreements and control the issuance of purchase orders.

DELIVERIES

Deliveries of all supplies and equipment must be made through the Receiving Department unless otherwise instructed by the Regional Kaiser Permanente Materials Management Department. Failure to properly deliver could

result in late or non-payment of your invoice.

voicemail systems, etc.

PRODUCT FAIRS/DISPLAYS

Supplier Representatives are prohibited from displaying their products in public areas, including lobbies, elevators, cafeteria, or corridors until they obtain approval through Materials Management.

CONFLICT OF INTEREST

Kaiser Permanente’s policy on conflicts of interest will be strictly enforced. Offers of cash honoraria or cash equivalents Gifts or gratuities of any kind to Kaiser Permanente employees are inappropriate and are strictly prohibited. Promotional or advertising items of nominal value are permitted. Sales Representative is required under this policy to identify any Kaiser Permanente employee who requests cash honoraria or cash equivalents.

PROMOTIONAL ACTIVITIES

Advertising, press releases, or any other general public announcement stating the availability of your products at Kaiser is strictly prohibited.

SANCTIONS

Failure to observe these regulations may result in revocation of visit privileges for the Sales Representative and/or Company. Revocation of privileges in one facility may result in similar sanctions in other facilities. Loss of privileges may be permanent.

One of the following infractions may result in the immediate suspension of privileges;

- Present in off-limits area
- Failure to register with OR Manager or designee prior to entering OR area
- Entered OR Suite without proper approval
- Entered OR Suite in unsatisfactory health
- Failure to comply with Federal and Kaiser HIPAA regulations
- Delivered evaluation material, samples, equipment without the use of a valid no charge purchase order
- The use of electronic transmission within Kaiser facilities, i.e. use of
- Kaiser fax machines, electronic mail system,

Three of the following infractions within a twelve-month period may result in immediate suspension of privileges;

- Contacting providers listed as not desiring such contact
- Making unscheduled, drop-in visits
- Failed to register
- Leaving unsolicited materials with facility personnel
- Distributing promotional materials, or detailed or exhibited non-standard products, when not requested by Kaiser Permanente personnel
- Provided comparative product cost information
- Detailed a product without FDA or other relevant clearances

I acknowledge that I have reviewed the Kaiser Permanente Supplier Representative Visitation Policy and will comply with the detailed requirements.

SUPPLIER NAME

SALES REPRESENTATIVE SIGNATURE

DATE