



To: McLaren Greater Lansing Staff and Providers

From: Kirk Ray, McLaren Greater Lansing President and CEO
Dr. Linda Peterson, McLaren Greater Lansing Chief Medical Officer

Date: April 10, 2024

RE: Update to Vendor Credentialing Policy

McLaren Greater Lansing and the entire McLaren Health Care system have made significant strides over the past year as we adopted a new vendor credentialing system.

This systemwide policy update was made with many considerations, the most notable being the safety and security of everyone in our facility. We have an ethical and regulatory responsibility to vet, monitor, and control who enters our campus, and it also allows us to track that we are using the most appropriate supplies, pharmaceuticals, and devices for our patients.

Following a recent comprehensive review to inspect all aspects of the process in order to identify areas of improvement, we are announcing the following update.

Effective **April 15, 2024**, the function that had allowed outside vendors and reps to check-in via their mobile device will be discontinued. It is our expectation and the expectation of system leadership that visiting reps — who have scheduled appointments — check-in at a vendor kiosk and adhere to the updated process:

1. Check in for the appointment at a kiosk.
2. Print a paper badge via the kiosk printer. (Badges cannot be reused for subsequent visits.)
3. Wear the paper badge for the duration of their appointment window.
4. Check out at a kiosk.

A kiosk is located in the main hospital lobby by the volunteer desk. There is an additional kiosk across from the shipping and receiving entrance in the back hallway. At this time, MMG clinics are not affected, and vendors may continue mobile check-ins.

Any vendor found to be without a paper badge or reusing a badge from a previous appointment will be asked to leave and subject to disciplinary action. Those violating the policy can be reported to vendor.credentialing@mclaren.org.

We are asking all staff to work with their reps to ensure compliance with this process. Reps have been notified of this policy update via email, which includes an acknowledgment of the amended policy. Any rep who does not complete the acknowledgment will be considered unapproved in the system and unable to print a badge.

We thank you for your understanding and support of this program.