It is our mission to honor America’s Veterans by providing exceptional health care that improves their health and well-being. In order to achieve this goal, it is imperative that all health care industry vendors adhere to policies set by the Lebanon VA Medical Center. The information below highlights Medical Center Memorandum 134-06, Vendor Access Policy Guidance, which will be provided to all vendors upon arrival at our facility. Following established policies will ensure that business relationships are mutually advantageous while enabling the highest quality care possible be provided to our Nation’s Veterans.

Visitation Guidelines

Upon arrival to the facility, vendors are required to register with Police Department, Building 19-3rd Floor - Room 301. During registration, you will be provided a Temporary Access Badge which must be worn at all times while on facility property.

In order to minimize disruption to patient care activities, all vendors are required to schedule an appointment prior to each visit. Appointments can be scheduled through Logistics Management. Unsolicited promotion of products and impromptu meetings with VA staff is prohibited.

Patient Privacy and Safety

Access to patient care areas is strictly limited. Unless specifically authorized and accompanied by VA Staff, restricted areas include:
- Patient and exam rooms
- Nursing stations
- Intensive Care areas
- Operating Room/Ambulatory Surgery Unit
- Emergency Department

Patient safety is a top priority. Vendors will not be permitted access to the facility if they are acutely ill. The use of personal electronic devices is strictly prohibited in critical care areas.

Restrictions are enforced to safeguard patient privacy and rights in compliance with the Health Insurance Portability and Accountability Act (HIPAA).

Interactions with Hospital Staff

Employees and medical staff are not authorized to accept gifts or gratuities from vendors. It is the Lebanon VA Medical Center’s wish that incentives be expressed in terms of quality service to help serve Veterans.

Non-Compliance

Failure to comply with outlined provisions may result in the suspension, limitation or revocation of visiting privileges.

Thank You

At the Lebanon VA Medical Center, we understand that effective working relationships with health care industry vendors is key for providing top quality, and efficient patient care. We value the opportunity to work with you and hope you will join us in our mission to honor America’s Veterans by providing