

CCAD Supplier Visitation Guidelines

Suppliers, Medical Representatives and Business Associates visiting Cleveland Clinic Abu Dhabi (CCAD) are expected to follow the below visitation guidelines, and ensure compliance to CCAD's [Supplier Visitation and Interaction Policy](#) and the [Business Partner Code of Conduct](#).

General Guidelines

1. Any supplier visitation request for the purpose of marketing products, soliciting business services, demonstrations for the use of products, presentations, product samples, clinical support and all other justified reasons, must be overseen or coordinated by Supply Chain Representatives.
2. Suppliers are not permitted to approach, interact or meet CCAD Caregivers, without Supply Chain oversight or without an approved and scheduled appointment arranged by Supply Chain.
3. To initiate a new visitation request, Suppliers are required to send an email, with a brief description of the purpose of their visit, to: SupplierRelations@ClevelandClinicAbuDhabi.ae
4. For cancellation of scheduled appointments, Suppliers are required to send an email to the respective CCAD Supply Chain Representative, with a valid reason, at least 24 hours prior to the scheduled appointment.
5. Suppliers must not solicit a Surgeon or Clinician with new product information or for endorsements.
6. Suppliers must confine their presence strictly to the area / location of visit approved.
 - Suppliers are permitted restricted access to the area(s) of the "appointment location" only.
 - Accessing locations, other than your appointment location, is considered as infringement
6. Suppliers must not bring any product samples into CCAD premises, without obtaining prior approval from Supply Chain Procurement.
7. Suppliers, Medical Representatives or Business Associates visiting CCAD, for the purpose of providing clinical support to Physicians in Perioperative, OR, patient care or procedural areas, are required to meet CCAD's credentialing criteria and requirements, prior to their scheduled visit.
 - Additionally, they must read and adhere to the guidelines stated in the document of "[Orientation for Suppliers Visiting CCAD Perioperative Area](#)".
8. If feeling ill, Suppliers are instructed not to visit CCAD Perioperative and other Clinical areas of the hospital, and to keep all concerned informed of their condition, with prior notice.
9. Suppliers must confirm and fulfil any prevailing entry requirements, prior to their appointment.

Note: Suppliers failing to comply with CCAD Policies and requirements, may be subjected to loss of business privilege.

Guidelines for Scheduled Visits in CCAD locations

1. CCAD Hospital:
 - a. Park on level 1 or 2 of CCAD Hospital.
 - b. Ask a CCAD Security Personnel or CCAD Caregiver to direct you to the hospital's Security Front Desk Podium 3 station. This will be the point of your initial and final stop.
2. Al Maqam:
 - a. Park on P3 level of Sowwah Square South Car Park, for proximity to Al Maqam Tower.
 - b. Proceed to the lift bank and select P4 for convenient access to Al Maqam Reception.
 - c. Proceed to the Al Maqam Security Desk, for the visitor pass.
 - d. Proceed to CCAD Security Front Desk of the floor where the appointment is scheduled to occur.
3. CCAD Security Front Desk Personnel at both locations (CCAD Hospital and Al Maqam) will verify and confirm that your visit was scheduled by Supply Chain Procurement; before collecting your ID, issuing a temporary visitor badge, and logging your visit to complete the check-in process.
 - Your visitor badge must be visibly displayed at all times, above the waist, facing forward. Do not keep it in your pocket.
 - If the CCAD Security Front Desk Personnel is unable to verify and confirm your appointment as an approved / scheduled visit, they may refuse to issue the visitor badge.
4. Upon completion of the purpose of your visit, Supplier Representatives must promptly proceed to the same Security Desk, to return the access/visitor badge and collect their ID, to complete the check-out process.