

Vendor Frequently Asked Questions

1. Why are healthcare facilities requiring that vendors be credentialed?

JCAHO, AORN, and the ACS have recently published vendor recommendations and guidelines for healthcare facilities to follow. The focus revolves around increasing patient, employee, visitor, and vendor safety.

2. After I complete the sign up process how many days do I have to get my credentials in to symplr?

Your facility may choose to allow a grace period of 30 days to allow you to visit their healthcare facility. If after 30 days you have not uploaded your credentials to symplr, the next time you sign into your facility you will receive a Red light and may be denied access to your facility. If your facility does not have a grace period, you will need to become fully compliant with the hospitals required credentials before you are granted access to the facility.

3. How do I send my credentials to symplr?

All credentials are uploaded through your account. It is simple and easy to upload. You will need to login to your existing symplr account, click on account set up > Credentials and policies. Click on the upload icon to the right of each credential to submit your documentation. Credential items can also be submitted through our vendor app available for free download for iPhone and Android. You can also email or fax your documentation in for an annual fee of \$50. Email: Credentials@symplr.com Fax: (866) 839-1647

4. How long does it take symplr to get my credentials loaded into my administration area?

Credential items will be loaded into your administration area based on the service level package selected for the individual profile. For additional assistance, just give our Vendor Support Team a call: 866.373.9725 – option 1.

5. Will I get a symplr badge if I have not sent in all my credentials?

Yes. However, you will need to submit your photo and driver's license approved before this is mailed out to you. But when you use it to sign into any healthcare facility the facility will see that your credentials are incomplete. If you do not have your badge yet they will look you up by your name and see the same information.

6. Do I have to sign individual policies for each healthcare facility?

Yes. Sign into your administration area and click on the "Sign Vendor Policy" button on your toolbar. You will be able to electronically sign.

7. How soon can I start the Online Training modules?

Once you purchase a module click on the "BEGIN" button that is beside the title. You can begin at any time. The module titled "General Expectations and Hospital Safety" is a no cost module that you can begin at any time.

8. How long does it take symplr to get my Certificate of Completion loaded in my administration area?

Once the course has been completed with a passing score the certificate will immediately upload to your account.

9. Can I view all the healthcare facilities where I have signed in and signed out?

Yes. Log into your administration area and click on the "Visit History" button on your toolbar.

10. Can I upload marketing materials into my administration area so that healthcare facilities can search for my products or service?

Yes. Log into your administration area and click on the "Product and Pricing" button on your toolbar. You can upload up to 3 documents.

11. Can I track my expenses?

Yes. Log into your administration area and click on the "Education and Entertainment" button on your toolbar.

12. Can my manager see my credentials and other details?

Yes, if they choose to add the free manager based service. If they do, you can click on the "Managers Access" button on your toolbar to see who has added this feature.

13. Where can I find the credentialing requirements for each healthcare facility?

Log into your administration area and click on the Account set up > Credentials and policies. You will see every healthcare facility that you have selected as part of your territory and what specific credentials they require.

14. Are my documents secure on the symplr database?

Yes. Every page view in your administration area and every page view that any healthcare facility can access is encrypted and secure. You will see the gold security lock produced by our SSL Certificate on every page in your browser.

15. Can I go to other symplr associated healthcare facilities?

Yes. You can visit any VCS associated healthcare facility. The healthcare facility you are visiting can swipe your badge or look you up by your name.

16. If a non symplr associated healthcare facility asks me for my credentials how can I provide them to them?

From their facility you can log into your administration area and download or print any of your credentials for them. Alternatively, you can fill out a release form and symplr will send the required credentials over to them electronically.

17. How long does it take to get my symplr badge once I finish the registration process?

It takes 5-7 days to process your badge. Your badge will not be processed until we receive an acceptable photo and a clear copy of your driver's license.

18. If I have not received my symplr badge can I still sign into a healthcare facility?

Yes. You can still visit healthcare facilities without your badge by having them search for your name in the symplr database; or by signing in at a check in station with your username and password for your symplr account.

19. What do I do if I lose my badge?

Call symplr customer service and order a replacement badge. The badge replacement fee is \$30.

20. Will I be notified if my credentials are about to expire or if my annual membership is due?

Yes. You will receive several automatic email reminders to remind you of expiration dates, so please ensure the email address listed in your profile is correct and you access the account regularly. In addition, please check you have us marked as a safe sender to ensure you receive communication regarding your account.

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Have Questions? Need Help?
Office: (281) 863-9500, option 1
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