



Vendor Representative Handbook

Cleveland Clinic
Supply Chain and Support Services

Dear Supplier:

Welcome, and congratulations on being selected as a Cleveland Clinic supplier. We are a not-for-profit, multi-specialty, academic medical system that integrates clinical and hospital care with research and education.

Cleveland Clinic hospitals are engaged in an evolving process to refine our supplier base by establishing relationships with suppliers that share our values and dedication to excellence. This handbook has been developed to provide your organization with important information in order to conduct business with Cleveland Clinic effectively. As a supplier, your company and its representatives are subject to the policies and procedures contained in this Handbook.

Cleveland Clinic is at the leading edge of science, medicine, and surgery expanding and growing with new technology. We look forward to your contributions to our continued success. After reviewing the handbook, please contact the Cleveland Clinic Supply Chain and Support Services Department if you have any questions or concerns.

Supplier Information

This handbook has been created to provide your company with important information you will need to effectively conduct business with Cleveland Clinic. If you are a new Cleveland Clinic supplier, you should have already completed the Vendor Demographic Process.

As a registered supplier, you can begin doing business with Cleveland Clinic in accordance with the policies and procedures contained in this handbook, including but not limited to the Non-employee Visitation and Onboarding SOP (Appendix A). These policies are subject to change periodically and will be communicated to you in a timely manner.

Cleveland Clinic's Supply Chain & Support Services' mission is to deliver a world-class patient and customer experience through informed decisions and smarter work.

Supplier Code of Conduct

All Cleveland Clinic suppliers are expected to comply with the following when conducting business with Cleveland Clinic:

Direct all business correspondence regarding the sale of materials or services, including informing Supply Chain and Support Services of financial, economic, supply changes, recalls or other material conditions that affect or might affect Cleveland Clinic patient safety, ongoing

operations, or operating decisions to Cleveland Clinic through Supply Chain and Support Services (unless instructed by Supply Chain and Support Services to do otherwise) at:

Cleveland Clinic Supply
Chain and Support Services
25900 Science Park Drive
Beachwood, Ohio 44122
Building 2, Floor 3, Suite 235

Conduct all negotiations with Supply Chain and Support Services and negotiate in an ethical manner.

Only the Supply Chain and Support Services Department at Cleveland Clinic can award official agreements for goods and services. Agreements that are not signed by Supply Chain and Support Services may adversely impact your ability to receive payment for goods and/or services rendered.

Do not offer Cleveland Clinic staff money, loans, credits, or prejudicial discounts, gifts, entertainment, favors, products, or services for their personal use or benefit. Cleveland Clinic policy prohibits any employee from receiving gifts and/or gratuities from any supplier. Please express your gratitude in terms of quality, service, and price.

Food and beverages may not be provided by any supplier or Vendor Representative to any employee (including physicians, nurses, pharmacists). Vendor Representatives may not make food arrangements, orders, deliveries, directly pay for delivered food, or provide payment in any form.

Make available, through Supply Chain and Support Services, technical information, engineering support, systems, policies, procedures, processes, products, warranties, and services that may improve Cleveland Clinic's use of the supplier's products and services.

Advise Supply Chain and Support Services of new products, pricing, and services as such information becomes available.

Treat all transactions and dealings with Cleveland Clinic as confidential and proprietary, and do not communicate Cleveland Clinic's relationships or business dealings to third parties without Cleveland Clinic's written consent.

Adhere to Cleveland Clinic's 'Non-Employee Visitation and Onboarding Policy.'

Do not use Cleveland Clinic's name or logos in publicity or advertising – without Cleveland Clinic's prior written consent. Make an application through our office.

Complete Center for Online Medical Education and Training (MyLearning) modules as assigned.

Supplier Onboarding:

Please use the matrix below to determine if a supplier representative should be on boarded through the non-employee (i.e. SilkRoad) or Vendor (i.e. Vendormate) process. See below for potential exceptions.

	Non-Employee	Vendor
System Utilized	SilkRoad	Vendormate/GHX
Role	Contractors, construction workers, observers, couriers, visiting researchers, students, volunteers	Any individual who visits Cleveland Clinic for the purpose of soliciting, marketing or distributing information regarding the use of products or services.
Location	In clinical/non-clinical areas, patient facing, or a patient care facility (see definition above)	In non-clinical areas (meeting with Supply Chain, physician offices, repairing equipment, etc.) or clinical areas for product trials or product support
Compliance Requirements	Tuberculosis (TB) test, flu shot (seasonally), online compliance courses (i.e MyLearning) (annually), and background check	
Background Test Facilitator	Cleveland Clinic background check	GHX background check
Badge Type	Hard badge	Sticky badge
Badge Expiration	One year, unless otherwise approved	A new badge must be printed for each visit upon check in. Sign out mandatory.
Initiate Process	Cleveland Clinic personnel submits Onboarding Request Form or Event Coordinator initiates	Sales representative registers in credentialing software (i.e. Vendormate/GHX)
Approval	Cleveland Clinic personnel authorizes non-employee prior to start date	Scheduled appointment with Cleveland Clinic personnel required for every visit

Orientations are the responsibility of the department representative.

If you have any questions please reach out to onboarding support at nonemployeeonboarding@ccf.org or by phone at 216.448.0082.

Potential Exceptions to the onboarding/badging process:

- Supplier representatives on site for a 'vendor fair'
- Supplier representatives meeting with C-Suite
- Supplier representatives demoing a product not in a patient care area
- Supplier representatives participating in a Request for Information (RFI) or Request for Proposal (RFP)
- Construction workers
- Patients, patient families, patient visitors

Non-employees without a badge must be escorted by personnel within the department hosting the experience and sign a confidentiality agreement. In order to obtain a confidentiality agreement please reach out to your Supply Chain representative. Onboarded / badged construction workers are permitted to be on the job site unescorted due to the nature of work performed. Otherwise, local non-badged, non-employees must coordinate with the local Facility Manager prior to coming onsite.

Vendor Representative Badging

All Vendor Representatives determined who will be on Cleveland Clinic property in a patient care area, must obtain, display, and renew valid identification through Protective Services. The onboarding requirements will be completed prior to entering a patient care area and include the following, or variations of the following:

1. Submit basic information such as name, email, Social Security Number (SSN), Date of Birth (DOB) to the vendor credentialing software (i.e. GHX/Vendormate)
2. Complete a background release form
3. Complete a confidentiality agreement
4. Acknowledge Conditions of Use
5. Submit verification of negative TB test if necessary
6. Read and acknowledge enterprise-wide policies
7. Complete online compliance courses (i.e. MyLearning)
8. Flu shot compliance
9. Department-specific requirements (signing in and out of area)

Requirements are subject to change at any time based on the needs of stakeholders, departments, the Cleveland Clinic enterprise, or government regulations. All Cleveland Clinic employees who

have oversight of representatives, contracted companies, will adhere to the onboarding process Cleveland Clinic requires as outlined within this handbook.

Visitations:

All sales and service calls to Cleveland Clinic are to be scheduled in advance. Upon arrival, all Vendor Representatives must first sign-in and print a badge through the GHX/Vendormate system, then proceed to the specified appointment area only. Upon completion of the appointment, Vendor Representatives must sign-out in the GHX/Vendormate system.

All Vendor Representatives will display prominently, above the waist, photo facing front, an ID Badge when visiting, in any capacity at a Cleveland Clinic facility. The ID Badge, in conjunction with a scheduled appointment, is the official indication of an authorized visit.

- If a Vendor Representative is on Cleveland Clinic property and does not have a badge, they are required to sign a Non-Disclosure Agreement (NDA) and be accompanied by a Cleveland Clinic employee at all times. If a Vendor Representative is seen without a badge in a patient care area, they will be asked to leave.
- Non-contracted vendors require Physician authorization prior to entering into any patient care area.

Other identification tags, as furnished by some companies, may be worn, but in no case are they to be used in lieu of an ID Badge issued by Cleveland Clinic. Failure to register with the GHX/Vendormate Vendor Management System and failure to display prominently the ID Badge are serious infractions of our Cleveland Clinic Non-Employee Visitation and Onboarding SOP and may result in being escorted off Cleveland Clinic property or loss of privileges.

Vendor Representative shall adhere to any specific criteria outlined by the particular entity he/she has a previously scheduled appointment. Some departments have procedures or policies that conform to the nature of the work done in their areas. Please become familiar with them.

Nursing floors, lobbies, dining rooms, and fellow reading rooms are inappropriate places for vendor visits.

Vendor Representatives are not permitted to move freely about in areas not pertaining to their specific visit, including but not limited to staff break rooms, other operating suites or physician offices. Unannounced visits and soliciting of promotional activities by Vendor Representatives are strictly prohibited.

Calls to the surgical centers may be made only in certain designated areas.

Vendor Representative GHX/Vendormate information and documentation must be renewed annually and upon changing employers.

Vendor Representatives are required to wear orange scrubs while in patient care areas which includes during all participation or observation of a clinical procedure at Cleveland Clinic's Main Campus.

- The scrub color is specific to Vendor Representatives and is designed to ensure easy identification.
- When leaving the surgical or procedure rooms, Vendor Representatives must cover their scrubs with a white, buttoned lab coat while inside the hospital
- This attire cannot be worn when traveling to and from work. Vendor Representatives must completely change out of their scrubs with or without a lab coat before leaving the premises.
- If Vendor Representatives do not comply with these guidelines may risk loss of privileges of the clinical areas and all other Cleveland Clinic facilities.

For all other Cleveland Clinic facilities, the specific location will provide the Vendor Representative with their scrubs and a red disposable bouffant. The red disposable bouffant must be worn while in patient care areas which includes during all participation or observation of a clinical procedure.

- The bouffant color is specific to vendor representatives and designed to ensure easy identification.
- When leaving the surgical or procedure rooms, Vendor Representatives must remove their red bouffant. Red bouffant caps should not be worn more than once.
- This attire cannot be worn when traveling to and from work. Vendor Representatives must completely change out of their scrubs with or without a lab coat before leaving the premises.
- If Vendor Representatives do not comply with these guidelines, they may risk loss of privileges of the clinical areas and all other Cleveland Clinic facilities.

Pharmaceutical Representatives:

For information surrounding pharmaceutical vendor representatives please refer to the below policies:

- [Pharmaceutical Sales Representative Policy](#)
- [Cleveland Clinic Medical Staff P&T Committee Functions Policy](#)
- [Requests for Formulary Changes Through the Cleveland Clinic United States Medical Staff P&T Committee Policy](#)

Access to the OR

The following apply to any Vendor Representatives entering an Operating Room (OR):

Vendor Representative access to the OR's will only be given following a physician or nurse manager's request that a vendor be present in the OR on a specific date and time. When in any clinical space under no circumstances will a Vendor Representative be permitted to:

- Participate in hands-on delivery of patient care (e.g. scrub)
- Provide initial training of equipment and/or supplies during a procedure
- Independently hand up implants to the field. Implants must be verified by Cleveland Clinic caregivers following the Implant Verification process as outlined in the 'Universal Protocol Policy and Florida Universal Protocol - Safety Checklist Policy prior to implantation.'

Vendor Representatives must be placed on the OR surgery schedule by the service line nurse manager prior to the scheduled visit. The physician must notify the service line nurse manager of the requested vendor visit.

Approved vendors will be placed on an Outlook calendar by the service line nurse manager.

Vendor Representatives not on the OR Outlook surgery schedule must provide the name of the physician or nurse manager who scheduled the visit. An attempt will be made to reach out to the physician or nurse manager, and a decision will be made if they are needed in the OR.

If the vendor has not been requested, the vendor must leave the OR area immediately. Daily colored stickers must be displayed.

General Requirements:

Vendor Representatives may not use Cleveland Clinic phones, computers, or other equipment for supplier's business or personal use unless devices are issued by the department for intended business purposes.

Vendor Representatives may not distribute or post any type of brochure, advertisements, pens, cups or similar promotional or marketing materials in the OR and/or associated areas or to any personnel.

Vendor Representatives are not permitted to increase inventory levels in storerooms and/or clinical areas.

Vendor Representatives are not permitted to bring into procedural area, Operating Room (OR), clinical area, or patient care areas any device that has the capability to record or transmit audio and/or video images, including photography.

- Vendor Representatives Expectations while on Cleveland Clinic Property:
 - All items brought in by a Vendor Representative must be off the floor (bottom shelf 8 inches off the floor with solid bottom or cover). No items can be within 18 inches of a sprinkler head. Items are never to be placed in front of a fire extinguisher, fire pull stations, emergency gas panels, electrical panels, or any other emergency equipment.

- Vendor Representatives are not permitted to store personal items (bags, coats, etc.) in patient care areas
- No food or drink is permitted in patient care areas at all times
- All sterilized instruments must be returned to Sterile Processing (SPD) and stored in temperature/humidity-monitored rooms
- All vendor-owned bins must be cleaned monthly and as needed. Mark the bins as 'for clean supplies only'
- Vendors Representatives must remove all external shipping containers and corrugated boxes they bring into Cleveland Clinic facilities

Equipment/ Device/ Implant Set

- All equipment/device/implant sets to be used by Vendor Representatives must be delivered at least 24 hours before a scheduled procedure to allow for inventory, sterilization, and/or biomedical safety evaluation in accordance with Cleveland Clinic's policies. Cleveland Clinic will not pay for equipment until the day of its use regardless of when it is brought in.
- All new products are subject to review by Supply Chain. A formal process has been established for documentation of product evaluations. Supply Chain Management will provide assistance with the required documents.
- Cleveland Clinic will not pay for any implant that has not been approved by the Supply Chain Sourcing team or a Cleveland Clinic standard product.
- All new products are subject to review by Supply Chain. A formal process has been established for the documentation of product evaluations. For details on this process refer to the Operating Room New Product Committee SOP. Supply Chain and Support Services will provide assistance with the required documents.
- All equipment/device/implant sets must contain a complete inventory checklist plus written cleaning and sterilization instructions.
 - This includes consigned and loaner instrumentation sets.
 - The inventory list for each kit must be made available in hard copy and electronically in Excel format and be provided to the corresponding department.
 - The inventory list must also be reconciled with the vendor and Cleveland Clinic personnel.
- All equipment and instrument trays must be removed within 48 hours of use.
- Upon completion of the surgical procedure, a complete inventory of any equipment, device, implant sets, or any other products brought into or used must be completed by the clinical staff.
- All instruments and related equipment used in the clinical area must be properly decontaminated prior to removal from Cleveland Clinic in accordance with Cleveland Clinic's policies and procedures.

- All staff training for new equipment, instrumentation or surgical instruments must be coordinated through Cleveland Clinic’s clinical leadership at least one week prior to the scheduled surgical procedure.
- Under no circumstances will a Vendor Representative be permitted to:
 - Participate in hands-on delivery of patient care (e.g. scrub)
 - Provide initial training of equipment and/or supplies during a procedure
 - Independently hand up implants to the field. Implants must be verified by Cleveland Clinic caregivers following the Implant Verification process as outlined in the [‘Universal Protocol Policy prior to implantation’](#)

Non-Compliance

Violations of these guidelines and/or the Non-Employee Visitation and Onboarding Policy (Appendix A) may be handled through progressive discipline and could result in a complete loss of visiting rights to Cleveland Clinic. Any observed or reported violation of the policy may be handled in the following manner:

- Vendor Representatives who fail to comply with CC policies will be subject to disciplinary action up to and including permanent loss of business privileges.
- Continuous infractions or repeated violations to this policy by Vendor Representatives may result in suspension, a request to replace company representatives, and possible loss of business privileges at CC.
- Violations committed by any one Vendor Representative of a given company may result in disciplinary action against any or all representatives of that company.
- Disciplinary action may vary depending upon the nature of the infraction and the circumstances surrounding the offense. Supply Chain and Support Services reserves the right to determine the severity of the infraction and will use its discretion when assessing and determining the proper course of disciplinary action. Consequences may vary depending on the severity of the infraction. For a full list of infractions, please refer to the Vendor Violation Reporting and Corrective Action Directive.
- Supply Chain and Support Services will notify the Vendor Representative of the violation, the determined level of infraction, and the planned course of disciplinary action.
- Duration of restriction of all activity and service calls may be 3 months, 6 months, one year, or permanent depending on extent of the infraction. Certain situations may require deviation from the guidelines outlined in the policy. Vendor Representatives can

- be banned from CC permanently regardless of the Vendor Representative's employer.
- Cleveland Clinic reserves the right to discipline, demote or discharge at will and without regard to the foregoing criteria and procedures.

Supplier Diversity

Cleveland Clinic is committed to reaching out to organizations that meet and support Supplier Diversity. Through Supplier Diversity strategy, Cleveland Clinic aims to provide equal access to potential business opportunities for, businesses owned by women, minorities, veterans, LGBT, and those located in HUBZones.

It is the practice of Cleveland Clinic to seek out and provide contracting opportunities to, and document the use of diverse 2nd Tier Suppliers (as defined below) by following the contractual standards set forth below. During the Term of the Agreement, Supplier/Contractor will:

Set a target to spend a minimum of ten percent (10%) of the monies billed by 1st Tier Supplier pursuant to this Agreement (including the cost of subcontracting work to other vendors, suppliers and contractors) with diverse 2nd Tier suppliers for products and services which are directly related to the services under this Agreement.

Demonstration of Compliance:

Company reserves the right to audit compliance with these requirements on reasonable advanced notice at the expense of Company.

Definitions

1st Tier Suppliers - suppliers and contractors directly engaged in a contractual arrangement with Cleveland Clinic to provide goods and/or services.

2nd Tier Suppliers - suppliers and subcontractors directly engaged in a contractual arrangement with the 1st Tier Suppliers (Prime Suppliers) as defined above, in order to realize a partnership between Cleveland Clinic and Prime Suppliers under which Prime Suppliers subcontract a portion of their contractual arrangements with Cleveland Clinic directly with diverse suppliers and contractors.

For Supplier Diversity inquiries, please call 216.372.8443 or send an email to supplierdiversity@ccf.org.

Service Calls

Cleveland Clinic possesses many pieces of expensive and highly technical equipment. It is expected that this equipment be maintained properly. Service representatives are expected to respond promptly to requests for service and to coordinate their work with the departments and Supply Chain and Support Services. Supply Chain and Support Services can help you

maintain the proper liaison.

Sustainability:

Overview

Cleveland Clinic is committed to leading the healthcare sector in developing a more sustainable future. Our Supply Chain & Support Services (SCSS) department is responsible for considering our environmentally preferred purchasing (EPP) policy when contracting goods/services and works with our supply chain partners to improve our environmental performance through specific criteria defined in our purchasing process.

Vendor Product Performance

We require our vendors to provide us with sustainability metrics around our key enterprise goals and initiatives:

- **Waste Reduction and Recycling**
 - Eliminating excess packaging and reducing product waste
 - Increasing recycling rates by improving the recyclability and post-consumer content in products and their packaging
 - Fostering end-of-life product take-back programs & circular economies
- **Safer Chemicals**
 - Avoiding materials that become/generate hazardous waste and Persistent, Bioaccumulative and Toxic substances(PBTs)
- **Energy Conservation**
 - Increasing the number of energy efficient systems, processes and products to reduce overall energy consumption
 - Requiring EPEAT certification for electronic products
- **Climate Resilience**
 - Implementing ways to reduce the company's carbon footprint and emissions
- **Water Stewardship**
 - Reducing water pollution and consumption
- **Green Building**
 - Providing healthy work environments through buildings that comply with standards such as LEED, Fitwel or Well Building Standards
- **Healthy/Sustainable/Local Foods**
 - Inclusion of foods that are grown sustainably and locally

Vendor Corporate Performance

As a signatory of the UN Global Compact, the Cleveland Clinic is committed to promoting Human Rights, Labor Equality, Human and Environmental Health and Ethical Governance around the

world. We hold our vendors to these standards as well by assessing each vendor’s corporate environmental, social and governance (ESG) performance.

For more information on the Cleveland Clinic’s commitment to sustainability and global citizenship, please see our [UN Global Compact Report](#).

Cleveland Clinic Contact Information:

Role	Responsibility	Contact Information
Purchasing	General Supply Chain Inquires, Product Shipping & Receiving Support, and Backorders	scmtransactionalsupp@ccf.org
Supplier Diversity	Reported Tier II, Program Best Practices and Diversity Certification Questions	supplierdiversity@ccf.org
P2P Technology	Supplier Registration, Ivalua and Oracle Portals (Includes Access and Password Reset) or GHX	P2PSupport@ccf.org
Vendor Management Office	Onboarding Process & Vendor Management Guidelines	vendormgmtoffice@ccf.org
SilkRoad	Non-employee onboarding	nonemployeeonboarding@ccf.org
Vendormate	Vendor Rep Credentialing; Onsite visitation compliance and questions	vendorcommunications@ccf.org
Recall Notifications	Supply Chain Inventory Team	scminventoryservices@ccf.org

Product Recalls

All product recall correspondence is to be directed to scminventoryservices@ccf.org. If vendors are **unable** to send an email correspondence, a hard copy of the notification can be mailed to:

Cleveland Clinic Supply Chain Management
 ATTN: Product Recalls
 25900 Science Park Drive
 Beachwood, Ohio 44122
 Building 2, Floor 3, Suite 235

Please include the date of purchase(s) and purchase order number(s) when sending product recall information.

Return Goods

We reserve the right to return, at the supplier's expense, material which does not meet our specifications.

Appendix A – Non-Employee Visitation and Onboarding Policy

Cleveland Clinic Employees can access [here](#).

Vendor Representatives can access [here](#).

Appendix B – Frequently Asked Questions – GHX/Vendormate Process

You must register in the GHX/Vendormate credentialing system to access our facilities and be eligible for business with Cleveland Clinic. Every representative from your company who interacts with Cleveland Clinic is required to create a profile. We appreciate you giving our vendor registration program priority so that we can work together more effectively.

Through Cleveland Clinic GHX/Vendormate Program, you can provide electronically the information we need to continually, including but not limited to:

- Communicate our unique and most current business policies with you, ensure we have the most accurate contact information for you and the latest information on your business and capabilities,
- Screen vendors and representatives against state and federal sanction lists
- Manage access to our facilities and patient care areas based on immunization, training, and compliance status.

GHX/Vendormate Registration

Who is required to register in GHX/Vendormate?

All on-site Vendor Representatives currently doing business with Cleveland Clinic are required to register in GHX/Vendormate, including but not limited to clinical and non-clinical representatives, Pharmacy representatives and consultants.

How do I register in GHX/Vendormate?

Register at <https://dashboard.GHX/Vendormate.com>. Upon completion of registration and profile in GHX/Vendormate, please wait 3-5 business days to receive the next steps to complete MyLearning training. Until registration is completed in GHX/Vendormate, MyLearning credentials cannot be sent to the Vendor Representatives.

How do I upload documents into GHX/Vendormate?

You can upload documents using scanner and computer, Apple and Android mobile devices or fax. To use your scanner and computer, see the [Uploading Documents](#) tutorial, or contact GHX/Vendormate Support at <https://www.GHX/Vendormate.com/vendors/support> for detailed information.

Who needs a TB test?

A TB test is needed if the individual will be in a patient care area facility. As per Cleveland Clinic and CDC guidelines, vendors will be required to obtain the TB test.

What happens if I have a positive TB test result?

If you have a positive TB test, further documentation is required. This may include: a chest x-ray dated within one year with no signs of active TB, or latest chest x-ray (within 5 years) with no signs of active TB accompanied by a symptom review or physician questionnaire/letter. Test documentation expires annually, as does physician questionnaires/letters, if applicable. Refer

to <http://www.cdc.gov/> if you have questions.

Where can I get a TB test?

TB tests will be accepted from anywhere as long as the below requirements are met on the documentation.

TB Test Documentation Requirements:

- First & Last Name
- The date the TB test was administered & read
- Results must be within the **past 6 months** to be acceptable
- Verification of a negative TB test
- Positive TB results require a chest x-ray and/or symptom review
- The address of the company/facility that administered & read the test
- The signature of the medical professional that administered & read the test

The following Cleveland Clinic sites will accommodate non-employee TB testing:

Cleveland Clinic at Work- Garfield

Monday–Friday, 7:30 a.m. – 4 p.m.
Southside Corporate Centre
5595 Transportation Blvd., Suite 220
Garfield Heights, Ohio 44125
Phone: 216.587.5431 | Fax: 216.587.5474

Cleveland Clinic at Work- Medina

Monday–Friday, 7:30 a.m. – 4 p.m.
970 East Washington St., Suite 203
Medina, Ohio 44256
Phone: 330.721.4955 | Fax: 330.721.4907

Who needs a Flu vaccination?

The flu vaccine is needed if the individual will be in a patient care area facility. As per Cleveland Clinic and CDC guidelines, vendors will be required to obtain the influenza (flu) vaccination. Reimbursement for the flu vaccination will not be covered by Cleveland Clinic.

Where can I get my Flu vaccination?

Flu shots may be administered anywhere (Wellness center, Pharmacy, Physician office, etc.) and will also be available at Cleveland Clinic at Work.

Cleveland Clinic at Work- Garfield

Monday–Friday, 7:30 a.m. – 4 p.m.
Southside Corporate Centre

5595 Transportation Blvd., Suite 220
Garfield Heights, Ohio 44125
Phone: 216.587.5431 | Fax: 216.587.5474

Cleveland Clinic at Work- Medina

Monday–Friday, 7:30 a.m. – 4 p.m.
970 East Washington St., Suite 203
Medina, Ohio 44256
Phone: 330.721.4955 | Fax: 330.721.4907

Cleveland Clinic at Work – Main Campus

9500 Euclid Ave., H18
Cleveland, Ohio 44195
Phone: 216.445.6528
