

Vendor Representative Handbook

Published by **Cleveland Clinic Supply Chain and Support Services**



Dear Supplier:

Congratulations on being selected as a Cleveland Clinic supplier. We are a not-for-profit, multispecialty, academic medical system that integrates outpatient and hospital care with research and education.

Cleveland Clinic is 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 to enable you to conduct business with Cleveland Clinic effectively. As a supplier, your company and its representatives are subject to the policies and procedures outlined in this handbook.

Cleveland Clinic is at the leading edge of science, medicine and surgery, and we are 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.

Sincerely,

Cleveland Clinic Supply Chain and Support Services

Section One

SUPPLIER INFORMATION

This handbook has been created to provide your company with important information you will need to effectively conduct business with Cleveland Clinic.

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 Nonemployee Visitation and Onboarding Policy (Appendix A). These policies are subject to change periodically, and changes will be communicated to you in a timely manner.

The mission of Cleveland Clinic Supply Chain and Support Services is to **deliver a world-class patient and customer experience through informed decisions and smarter work processes.**

Supplier Code of Conduct

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

- Unless instructed otherwise by Supply Chain and Support Services, direct all business correspondence regarding the sale of materials or services to Cleveland Clinic to:

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

This includes all correspondence 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.

- Conduct all negotiations with Supply Chain and Support Services and negotiate in an ethical manner.
- Make all agreements through Supply Chain and Support Services, which is the only department at Cleveland Clinic that can award official agreements for goods and services. Completing 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 employees 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.
- **Do not provide** food or beverages to any employee (including physicians, nurses and pharmacists). Suppliers and vendor representatives may not make food arrangements, orders or deliveries; directly pay for delivered food; or provide any form of payment for food.

Supplier Code of Conduct *continued*

- 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 Nonemployee Visitation and Onboarding Policy (Appendix A).
- Do not use Cleveland Clinic's name or logos in publicity or advertising without Cleveland Clinic's prior written consent. Make an application for any such consent through the Supply Chain and Support Services office.
- Complete Center for Online Medical Education and Training (MyLearning) modules as assigned.

Supplier Onboarding

Please use the matrix below to determine whether a supplier representative should be onboarded through the nonemployee (i.e., SilkRoad) or vendor (i.e., Vendormate) process. See below for potential exceptions.

	Nonemployee	Vendor
System Used	SilkRoad	GHX/Vendormate
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/nonclinical areas, patient-facing areas or a patient care facility (these are areas where an individual may be in the vicinity of Cleveland Clinic patients)	In nonclinical 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), 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 submit Onboarding Request Form, or event coordinator initiates	Sales representative registers in credentialing software (i.e., GHX/Vendormate)

Supplier Onboarding *continued*

Onboarding orientations are the responsibility of the department representative.

If you have questions, reach out to onboarding support at nonemployeeonboarding@ccf.org or 216.448.0082.

Potential exceptions to the onboarding/badging process:

- Supplier representatives on site for a “vendor fair”
- Supplier representatives meeting with members of the C-suite
- Supplier representatives demonstrating a product in a space that is not a patient care area
- Supplier representatives participating in a request for information (RFI) or request for proposal (RFP)
- Construction workers
- Patients, patient family members, patient visitors

Nonemployees without a badge must be escorted by personnel within the department hosting the experience and sign a confidentiality agreement. 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 the work performed. Otherwise, local nonemployees without a badge must coordinate with the local facility manager prior to coming on-site.

Vendor Representative Badging

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

- Submit basic information — such as name, email, Social Security number, date of birth — to the vendor credentialing software (i.e., GHX/Vendormate)
- Complete a background release form
- Complete a confidentiality agreement
- Acknowledge conditions of use
- Submit verification of a negative tuberculosis (TB) test, if necessary
- Read and acknowledge enterprisewide policies
- Complete online compliance courses (i.e., MyLearning)
- Demonstrate flu shot compliance
- Fulfill 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 and contracted companies will adhere to the onboarding process Cleveland Clinic requires as outlined within this handbook.

Section Two

ON-SITE VISITS

Visitations

All sales and service calls to Cleveland Clinic are to be scheduled in advance. Upon arrival, all vendor representatives must sign in and print a badge through the GHX/Vendormate system, after which they may proceed to their specified appointment area only. Upon completion of the appointment, vendor representatives must sign out using the GHX/Vendormate system.

When visiting a Cleveland Clinic facility in any capacity, all vendor representatives will display prominently, above the waist, an ID badge with photo facing front. 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 nondisclosure 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.

Noncontracted 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 prominently display the ID badge are serious infractions of the Cleveland Clinic Nonemployee Visitation and Onboarding Policy and may result in being escorted off Cleveland Clinic property or loss of privileges.

Vendor representatives shall adhere to any specific criteria outlined by the particular entity with whom they have 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 any such policies.

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 or promotional activities by vendor representatives are strictly prohibited.

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

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

Vendor representatives are required to wear RepScrubs® scrubs while in patient care areas; this includes during any participation in, or observation of, a clinical procedure at Cleveland Clinic's Main Campus.

- When leaving the surgical or procedure rooms, vendor representatives must cover their scrubs with a white, buttoned lab coat while inside the hospital.
- If vendor representatives do not comply with these guidelines, they may risk loss of privileges to the clinical areas and all other Cleveland Clinic facilities.
- Proper sterile protocol requires that **RepScrubs are not to be saved and/or reused at any Cleveland Clinic location or transported to any other facility.**

Visitations *continued*

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 in patient care areas, including during all participation in, 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 to the clinical areas and all other Cleveland Clinic facilities.

Pharmaceutical representatives:

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

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

Access to the OR

Vendor representative access to operating rooms (ORs) will be given only following a physician's or nurse manager's request that the vendor representative be present in the OR at a specific date and time. When in a clinical space, a vendor representative will **under no circumstances** be permitted to:

- Participate in hands-on delivery of patient care (e.g., scrub in)
- Provide initial training on 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 the vendor representative is needed in the OR.

If the vendor representative has not been requested, he or she 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 business or personal use unless the devices are issued by the department for intended business purposes.

Vendor representatives may not distribute or post any type of brochures, 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 areas, ORs, clinical areas or patient care areas any device that has the capability to record or transmit audio and/or video images, including photography.

Vendor representative 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 any time.
- 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 Sets

- 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 and Support Services. 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 is not 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.

General Requirements *continued*

Equipment/Device/Implant Sets *continued*

- 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 a surgical procedure, a complete inventory of any equipment, device, implant sets or any other products brought in or used **must be completed** by the clinical staff.
- Loaner instrumentation set tracking will be performed via ReadySet Surgical. Sets should be checked in for the specific procedure they are requested for and checked out of the system upon completion of the procedure.
- Billing for any items provided for the procedure by the representative and not stocked in local inventory will be submitted through ReadySet Surgical.
- 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 on 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.

Section Three

NONCOMPLIANCE

Noncompliance

Violations of these guidelines and/or of the Nonemployee 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 Cleveland Clinic policies will be subject to disciplinary action up to and including permanent loss of business privileges.
- Continuous infractions or repeated violations of this policy by vendor representatives may result in suspension, a request to replace company representatives and possible loss of business privileges at Cleveland Clinic.
- 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 on 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 three months, six months, one year or permanent depending on the extent of the infraction. Certain situations may require deviation from the guidelines outlined in the policy. Vendor representatives can be banned from Cleveland Clinic 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.

Section Four

PRODUCT SERVICES

Service Calls

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

Sustainability

Cleveland Clinic is committed to leading the healthcare sector in developing a more sustainable future. Supply Chain and Support Services is responsible for considering our environmentally preferred purchasing policy when contracting for 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 and 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 the WELL Building Standard
- **Healthy/sustainable/local foods**
 - Inclusion of foods that are grown sustainably and locally

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 and Support Services
ATTN: Product Recalls
Cleveland Clinic Administrative Campus
25900 Science Park Drive, Building 2, Floor 3, Suite 235
Beachwood, OH 44122

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

Returning of Goods

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

Cleveland Clinic Contact Information

Role	Responsibility	Contact Information
Purchasing	General supply chain inquiries, product shipping/receiving support, back orders	scmtransactionalsupp@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 and vendor management guidelines)	vendormgmtoffice@ccf.org
SilkRoad	Nonemployee onboarding	nonemployeeonboarding@ccf.org
Vendormate	Vendor rep credentialing; on-site visitation compliance and questions	vendorcommunications@ccf.org
Recall Notifications	Supply chain inventory team	scminventoryservices@ccf.org

Appendix A - **NONEMPLOYEE VISITATION AND ONBOARDING POLICY**

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

Vendor representatives can access [here](#).

Appendix B - GHX/VENDORMATE PROCESS AND FREQUENTLY ASKED QUESTIONS

GHX/Vendormate Registration

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's GHX/Vendormate program, you can provide electronically the information we need to continually do the following (this list is not all-inclusive):

- Communicate our unique and most current business policies with you
- Ensure we have your most accurate contact information 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

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 nonclinical representatives, pharmacy representatives and consultants.

How do I register in GHX/Vendormate?

You can register at login.ghx.com/login. Upon registration and completion of your profile in GHX/Vendormate, please allow three to five business days to receive the next steps to complete MyLearning training. Until registration is completed in GHX/Vendormate, MyLearning credentials cannot be sent to vendor representatives.

How do I upload documents into GHX/Vendormate?

You can upload documents using a 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 ghx.com/support for detailed information.

Appendix B

Tuberculosis (TB) Testing

Who needs a TB test?

A TB test is needed if the individual will be in a patient care area of one of our facilities. 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 either a chest X-ray dated within one year with no signs of active TB or your latest chest X-ray (within five years) with no signs of active TB accompanied by a symptom review or physician questionnaire/letter. Test documentation expires annually, as do physician questionnaires/letters, if applicable. Refer to [cdc.gov](https://www.cdc.gov) if you have questions.

Where can I get a TB test, and what documentation requirements are needed?

TB tests will be accepted from anywhere as long as the documentation contains the following information and meets the requirements specified here:

- First and last name
- Date the TB test was administered and read (results must be **within the past six months** to be acceptable)
- Verification of a negative TB test (positive TB results require a chest X-ray and/or symptom review)
- Address of the company/facility that administered and read the test
- Signature of the medical professional that administered and read the test

The following Cleveland Clinic sites will accommodate nonemployee TB testing:

Cleveland Clinic at Work – Garfield

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

Cleveland Clinic at Work – Medina

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

Appendix B

Flu Vaccinations

Who needs a flu vaccination?

The flu vaccine is needed if the individual will be in a patient care area for a prolonged period of time (more than 15 minutes). Patient care area is defined as “an area where an individual will or may come into contact with, and/or be in the same vicinity of, Cleveland Clinic patients.”

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.

If you are unable to get the flu vaccine due to a medical or religious reason, contact your manager to inquire about your employer’s exemption process.

What guidelines must I meet for a medical or religious exemption?

Cleveland Clinic requires that all vendor employees assigned to patient care areas of our facilities (as defined above) either be fully vaccinated or obtain a medical or religious exemption from their employer. Vendor employee exemption requests should be evaluated in accordance with the policies of each vendor employer. We understand that, in some cases, vendor employers will use their existing processes for disability or religious accommodation requests, or vendor employers may establish a separate process specifically to address this vaccination requirement. Cleveland Clinic will honor the exemption granted during the vaccine attestation process and will not review or audit the process used to evaluate exemption requests. Vendor employees receiving medical or religious exemptions will be subject to the same personal protective equipment (PPE) and safety requirements as Cleveland Clinic employees who have valid exemptions.

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 the below Cleveland Clinic at Work sites:

Cleveland Clinic at Work – Garfield

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

Cleveland Clinic at Work – Medina

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

Cleveland Clinic at Work – Main Campus

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



9500 Euclid Avenue, Cleveland, OH 44195