

MISSION HOSPITAL REGIONAL MEDICAL CENTER
A Sisters of St. Joseph of Orange Corporation

MATERIEL MANAGEMENT POLICY/PROCEDURE

Administration

Title: Vendors/Sales Representatives in Facility

Code: ADM-2008SEP-IM.10

Title of Responsible Party: Director of Materiel Management

Origination Date: 7/2008

Effective Date: 9/2008

Review/Revision Date(s):

SCOPE: All Hospital Personnel and Outside Vendors/Sales Representatives (hereinafter called "Representatives")

Key Words: @sales, @representative, @vendor, @protocol, @personnel

PURPOSE: To establish guidelines and protocols for the management of outside Representatives/Vendors at Mission Hospital to assure beneficial and well-coordinated vendor contacts which support our staff in achieving our mission and values.

TEXT:

1. Representatives are not permitted in the facility without proper authorization.
2. Representatives must be in compliance with applicable Mission Hospital requirements, including necessary privacy, Health, and/or other background screenings.
3. All Representatives are seen by prior arrangement only. Representatives must not meet with any staff or physicians other than those with whom the prior arrangement is made, or at the request of Department Directors/Managers or their designee.
4. Twenty-four hours per day, 365 days per year, Representatives must sign-in with the RepTrax system and obtain an identification badge prior to conducting any business at Mission Hospital. Representatives who have already been approved for and provided a Mission Hospital (permanent) badge are exempt from this provision.
5. Pharmacy representatives must check-in with the Pharmacy and may only sign-in with the RepTrax system located in the Pharmacy. Pharmacy representatives will also receive an additional policy from the Pharmacy Department and must adhere to the additional requirements of that policy.
6. While on campus, representatives must wear the badge on the front of their outfit, above the waist, in a location and manner that makes it easily visible to Mission Hospital staff.
7. Hospital staff that identifies an individual not displaying a proper badge should immediately refer them to the RepTrax "kiosk" to obtain one.
8. Representatives are expected to conduct themselves with appropriate decorum and adhere to all Mission Hospital Policies at all times while on campus.

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9. Representatives are required to wear proper attire as prescribed by Mission Hospital policy.
10. Only upon the request of a physician, Representatives may be present in a Procedure Room to demonstrate/advise regarding the use of supplies/equipment.
 - Representatives that are in a Procedure Room shall not use this time to approach physicians or clinical staff to “sell” their product including, but not limited to “up-selling.” All item(s) “sold” during a procedure not previously approved for use will be considered a donation from the vendor and no reimbursement for said item(s) will be provided. All new items require committee/special review and approval prior to use. The approval, use, or contract for any item by the St. Joseph Health System or any entity within said system does not grant approval for usage of that item at Mission Hospital.
 - Upon the request of a physician, Representatives may be present in the Operating Room to demonstrate/advise with the use of supplies/equipment provided they follow the criteria established by the Operating Room’s “Collaborative Practice Procedure – Observers/Sales Personnel in the Operating Room policy.”
11. All products or equipment to be evaluated must be coordinated through Materiel Management.
 - A No Charge P.O. from Materiel Management must be issued prior to the introduction of all supplies/equipment for evaluation or demonstration, noting product number, serial number, and proper nomenclature.
12. The receipt, exchange, or return of all products must be coordinated through Mission Hospital’s Materiel Management.
13. The utilization of all implants and supplies in/on a patient that were not on-hand prior to a procedure must be validated and signed for by the R.N. in charge of the case. POs for items not possessing the correct R.N.’s full signature attesting to their use will not be reimbursed.
14. All electronic equipment must be checked by the Biomedical Department prior to delivery to the end-user.
15. No Representatives will be allowed in any patient area, equipment or supply storage area unaccompanied by an appropriate Mission Hospital staff member.
16. There will be no Representatives allowed on the floors “to check” a piece of equipment or supply unless it has been requested or it has been established and authorized as part of the service. There shall be no “routine rounds” made on equipment. All vendors/service personnel servicing equipment must check-in with the BioMed office prior to servicing equipment.
17. Representatives are not allowed to touch or speak to patients, patient’s family or friends without the direct supervision of the clinician responsible for that patient’s care.
18. Representatives may only park their vehicles in the spaces provided for public parking. Vehicles parked in the receiving dock area are subject to being towed.
19. Once their appointment has been concluded, Representatives must check-out with the RepTrax system.

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20. While on campus, Representatives must comply and cooperate with all relevant posted and announced directives. Representatives shall be familiar with the location(s) of emergency exits in the campus area(s) they are visiting.
21. Any violation of this policy may result in forfeiture of privileges to conduct business at Mission Hospital Regional Medical Center.