

TARANAKI DHB VISITING COMPANY REPRESENTATIVES POLICY

Department:	Organisation Wide
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Authorised By:	Chief Executive Officer
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Page:	1 of 4

Introduction

1. The Taranaki District Health Board (DHB) is committed to the strategic actions and behaviours of We Work Together By:
 - Treating people with trust respect and compassion
 - Communicating openly, honestly and acting with integrity
 - Enabling professional and organisation standards to be met
 - Supporting achievement and acknowledging successes
 - Creating healthy and safe environments
 - Welcoming new ideas
2. Taranaki DHB is committed to ensuring the Treaty of Waitangi informs policy and practice across all service units. Development and implementation of this document has been undertaken in the spirit of partnership, participation and protection.

Purpose

3. The purpose of this Policy is to advise suppliers' Company Representative/s of medical consumables (products), equipment (devices), services and pharmaceuticals of the expectations Taranaki DHB has in relation to supplier conduct and the introduction of medical consumables (products), equipment (devices), services and pharmaceuticals within Taranaki DHB.
4. The implementation of this policy will:
 - Mitigate potential risks to patients and staff related to the introduction of new products, devices and services
 - Ensure the necessary legislation and regulatory compliance is verified prior to the introduction of a clinical product or service.
 - Comply with Taranaki DHB's Health and Safety requirements.
 - Comply with Taranaki DHB's procurement and contracts policies.
 - Manage access to staff and clinical departments by promoting a single Point of Contact, thereby minimizing interruptions to patient care and clinical staff workload.

Scope

5. This policy applies to:
 - All Taranaki DHB staff and those contracted to Taranaki DHB.
 - All external company representatives of medical consumables (products), equipment (devices), services and pharmaceuticals visiting Taranaki DHB premises on business.

Definitions

6. The term Company Representative includes but is not limited to:
- Medical Company Representatives
 - Pharmaceutical Company Representatives

Policy

7. Company representatives wishing to promote medical products, devices and services which are not currently used within Taranaki DHB (i.e. new products), or is a variation to an existing item (including those on Direct Purchase), must make an appointment with the Clinical Procurement Coordinator to facilitate discussion on the product. Pharmaceutical suppliers must contact the Pharmacy Operations Manager or the Clinical Advisory Pharmacist.
8. Company representatives are able to call on a ward or department, only with the Clinical Procurement Coordinator's or Pharmacy's prior knowledge when:
- They have an existing product used in the clinical area and have a confirmed appointment time to see a clinical staff member and the visit is related to technical advice, support or education of an existing product; or
 - They have been requested by clinical staff to visit for a specific purpose relating to an existing product, device or service.
9. Company representatives are not to make unsolicited visits. Any unsolicited visit includes, but is not limited to, a company representative showing a clinician a new product without their prior knowledge (as it happens to be in the representative's possession).
10. Company representatives must advise (by email) the following of their visit:
- Service or Clinical Leaders and Specialists and / or Clinical Nurse Manager or equivalent 48 hours before (wherever practicably possible) all visits;
 - Clinical Procurement Coordinator 48 hours before (wherever practicably possible) all visits
 - Pharmaceutical reps wanting to meet with either the Pharmacy Operations Manager or Clinical Advisory Pharmacist must make an appointment by email, prior to arrival at Taranaki DHB.
11. Included within the email notification the following information is required:
- Date(s) and time(s) of visit
 - Purpose of visit – to include any products, devices or services for introduction
 - Person visiting
12. Visiting Company Representatives who have made more than one appointment, and /or will be visiting Taranaki DHB over a number of days, shall provide an itinerary of their visit to the Clinical Procurement Coordinator in the first instance and a copy of the same to reception during the sign in process. The Visiting Company Representative will still be required to sign in and out at the beginning and end of each business day, regardless of the length of that visit.
13. Any purchases and /or contracts relating to service or supply of new medical products or devices must involve the Clinical Procurement Coordinator from the outset.
14. Company representatives are not to contact or visit clinical staff where products are being evaluated during a tender process. All communication is to be through the Clinical Procurement Coordinator / Procurement Department.
15. Company representatives may enter Taranaki DHB premises in the event of a product or medication recall only if deemed required after consultation with either, the Clinical Product Coordinator, Pharmacy Operations Manager or Clinical Advisory Pharmacist.
16. All company representatives must sign in and sign out when visiting Taranaki DHB facilities and wear the assigned visitor identification and their own company identification during the visit. Failure to sign out and return the 'Visitor' card will be documented. Upon failure to comply with On-site Visitors Procedure, future admittance to

Taranaki DHB may be denied. Sign in is to occur at the main entrance reception at both Base and Hawera Hospital. The sign in procedure is outlined in Appendix 1 and the Hawera On-site Visitors Procedure.

17. Company Representatives requiring access to Operating Theatres will then follow the procedure outlined in Appendix 2, only after initial sign in at the main entrance reception as per Appendix 1.
18. When onsite at a Taranaki DHB facility, the company representative is 'sponsored' by an authorised staff member. In most instances the sponsor will be the facilitator of the meeting to which the representative has been invited to attend, or a staff member delegated to take on this role.
19. The sponsor is responsible for the visitor while they are visiting Taranaki DHB and will inform them of any Taranaki DHB policies that relate to the purpose of their visit.
20. Should the company representative require access to individual departments for an arranged appointment, they will report to the reception area for each department and wait to be received by the designated staff member. Under no circumstances should a company representative assume access to a clinical or administrative area without express permission.
21. It is the responsibility of the company representative to comply with these policies e.g. fire evacuation, patient privacy, visiting a restricted area such as operating theatres.
22. All new clinical equipment and products introduced by the company representative must have the appropriate certification, Web Assisted Notification of Devices (WAND) notification and Product Evaluation Health New Zealand (PEHNZ) forms completed and provided by the supplier or company representative. Evidence is required that the device has been entered onto the Ministry of Health WAND database.
23. WAND notification of medical devices is a Ministry of Health directive and is a mandatory requirement prior to use within Taranaki DHB. These documents are to be forwarded to the Clinical Procurement Coordinator.
24. Company representatives must comply with the Medical Technology Association of New Zealand (MTANZ) Code of Practice Guidelines.
25. No Samples are to be supplied to clinical staff unless first sighted and approved by the Clinical Procurement Coordinator. After a formal request is made, samples will be sourced as part of the Taranaki DHB evaluation process.
26. Suppliers and company representatives should ensure the Taranaki DHB Procurement Department is informed of personnel changes. Suppliers also need to inform their new employees of Taranaki DHB requirements for visiting company representatives.

Compliance

27. Auditing of this policy will occur on a regular basis in conjunction with both the Base and Hawera On-site Visitors procedures.
28. Any emerging trends or risks identified will be reported to Quality and Risk for corrective action.

Supporting Information

29. Legislation
 - Health and Safety at Work Act 2015
www.worksafe.govt.nz/worksafe/hswa/legislation
30. Taranaki DHB Related Documents
 - [Taranaki DHB Base On-site Visitors Procedure](#)
 - [Taranaki DHB Visiting Company Representatives Access to Theatre Suite](#)
 - Hawera On-site Visitors Procedure

31. Other Associated Documents

- MTANZ Code of Practice 6th Edition 2016
www.mtanz.org.nz