POLICY: Te Whātu Ora – Taranaki - Visiting Company Representatives

Document code:	POL-TWO-HSS
Date issued:	June 2023
Review by date:	June 2025
Document owner:	Hospital and Specialist Services
Document facilitator:	Nursing Directorate Admin
Authorised by:	Chief Executive Officer
Pages:	7
Version:	2
Key words:	Visiting, Company, Representatives, Consumables, Equipment

TIRITI STATEMENT

Principles

Te Whatu Ora - Taranaki is committed to ensuring Te Tiriti o Waitangi informs policy and practice across all service units. The principles outlined below guide the types of actions needed for the organisation to meet its obligations in this respect:

Tino Rangatiratanga

Provides for Māori self-determination and mana motuhake. This means that Māori are key decision makers in the design, delivery, and monitoring of health and disability services.

Equity

Requires the Crown to commit to achieving equitable health outcomes for Māori and to eliminate health disparities. This includes the active surveillance and monitoring of Māori health to ensure a proportionate and coordinated response to health need.

Active protection

Means to act to the fullest extent practicable, to protect Māori health and achieve equitable health outcomes for Māori. This includes ensuring that Te Whatu Ora - Taranaki and its Treaty partner under Te Tiriti o Waitangi are well-informed on the extent and nature of both Māori health outcomes and efforts to achieve Māori health equity.

Options

Requires Te Whatu Ora - Taranaki to provide for and properly resource kaupapa Māori health services. Furthermore, Te Whatu Ora - Taranaki is obliged to ensure that all healthcare services are provided in a culturally appropriate way that recognises and supports the expression of hauora Māori models of care.

Partnership

Requires Te Whatu Ora - Taranaki and Māori to work in partnership in the governance, design, approval, delivery and monitoring of health and disability services. Māori must be co-designers, with Te Whatu Ora - Taranaki, of the health and disability system for Māori. This contributes to a shared responsibility for achieving health equity for Māori.

Internal use only: The material within this document has been developed solely for the internal business purposes of Te Whatu Ora - Taranaki.

Notice of currency: If viewing a printed copy of this document, NEVER assume that the printed copy being viewed is current. Always check the Te Whatu Ora - Taranaki intranet libraries to confirm you are viewing the current version of this policy.

Governance statement: This governance document is consistent with the Te Ahu Values and supports the organisation's Mission by establishing and mandating appropriate controls to support the delivery of health care services.

1. Purpose

1. The purpose of this Policy is to advise suppliers' Company Representative/s of medical consumables (products), equipment (devices), services and pharmaceuticals of the expectations Te Whatu Ora - Taranaki has in relation to supplier conduct and the introduction of medical consumables (products), equipment (devices), services and pharmaceuticals within Te Whatu Ora - Taranaki.

2. 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 Te Whatu Ora - Taranaki's Health and Safety requirements.
   - Comply with Te Whatu Ora - Taranaki's procurement and contracts policies.
   - Manage access to staff and clinical departments by promoting a single Point of Contact, thereby minimising interruptions to patient care and clinical staff workload.

2. Scope

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

3. Definitions

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

4. Policy

1. Company Representatives wishing to promote medical products, devices and services which are not currently used within Te Whātu Ora - Taranaki (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 Professional Lead Pharmacy or the Pharmacy Operations Coordinator.

2. 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.

3. 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).

4. 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 Professional Lead Pharmacy or Pharmacy Operations Coordinator must make an appointment by email, prior to arrival at Te Whatu Ora - Taranaki.

5. 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
   - Areas of the hospital to be visited

6. Visiting Company Representatives who have made more than one appointment, and /or will be visiting Te Whatu Ora - Taranaki 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.

7. 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.

8. 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.

9. Company Representatives may enter Te Whatu Ora - Taranaki premises in the event of a product or medication recall only if deemed required after consultation with either, the Clinical Product Coordinator, Professional Lead Pharmacy or Pharmacy Operations Coordinator.

10. All Company Representatives must sign in and sign out when visiting Te Whatu Ora - Taranaki 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 Te Whatu Ora - Taranaki 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.

11. 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.

12. When onsite at a Te Whatu Ora - Taranaki 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.

13. The sponsor is responsible for the visitor while they are visiting Te Whatu Ora - Taranaki and will inform them of any Te Whatu Ora - Taranaki policies that relate to the purpose of their visit.

14. 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.

15. 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.

16. 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.

17. WAND notification of medical devices is a Ministry of Health directive and is a mandatory requirement prior to use within Te Whatu Ora - Taranaki. These documents are to be forwarded to the Clinical Procurement Coordinator.

18. Company Representatives must comply with the Medical Technology Association of New Zealand (MTANZ) Code of Practice Guidelines.

19. 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 Te Whatu Ora - Taranaki evaluation process.

20. Suppliers and Company Representatives should ensure the Te Whatu Ora - Taranaki Procurement Department is informed of personnel changes. Suppliers also need to inform their new employees of Te Whatu Ora - Taranaki requirements for visiting Company Representatives.

5. Compliance

Auditing of this policy will occur on a regular basis in conjunction with both the Base and Hawera On-site Visitors procedures.

Any emerging trends or risks identified will be reported to Quality and Risk for corrective action.

6. Supporting Information

Legislation
Health and Safety at Work Act 2015
www.worksafe.govt.nz/worksafe/hswa/legislation

Te Whatu Ora - Taranaki Related Documents
Taranaki DHB Base On-site Visitors Procedure
Taranaki DHB Visiting Company Representatives Access to Theatre Suite
Hawera On-site Visitors Procedure

Other Associated Documents
MTANZ Code of Practice 6th Edition 2016
www.mtanz.org.nz

Document controls

Revision history

Version	Date	Description
Draft 0.1		Initial draft
Draft 0.2		Changes made as a result of feedback from consultation
Draft 0.3		Changes made as a result of feedback from document owner
Draft 0.4		Changes made as a result of consideration by XXX committee
1.0		Final

Review and approval

Person name/committee	Position/purpose	Function (owner | review | approve)
[Name]	[Position title]	Document owner
[Name]	[Position title or committee or Group Purpose]	Review
[Name]	[Position title or committee or group purpose]	Approve