

MERCER COUNTY JOINT TOWNSHIP COMMUNITY HOSPITAL

Policy Number: SEC-8

VENDOR AND PATIENT SERVICES REPRESENTATIVE REGISTRATION

Purpose: These guidelines have been developed to assist and direct all Vendor, Equipment Service and Patient Service Representatives who call upon Mercer Health. Vendor and Equipment Service representatives are personnel employed by various companies from which Mercer Health may/has purchased supplies, equipment and/or services. Patient Services Representatives are vendor/agency staff members who come to Mercer Health to provide patient education or arrange post discharge services.

Building services contractors are not covered by this policy. However, if building service contractors are not displaying proper identification – Plant Operations will be contacted for verification.

Vendor and Patient Service representatives are guests of Mercer Health, and as such, must provide their services in accordance with acceptable rules of conduct as determined by Mercer Health.

Vendor access to the hospital areas, physician and staff lounges will be controlled to ensure uninterrupted services and a higher level of facility access control.

These guidelines are to aid in standardizing vendor and patient service representative processes, and to ensure the standards of a patient's right to privacy, confidentiality, safety, and infection control protocols are upheld. Specific care needs of the individual patient may warrant deviation from the guidelines.

Policy:

General Guidelines:

- A. All Vendor, Equipment Service and Patient Service Representatives must register with Mercer Health's Vendormate on-line registration system.
- B. All Vendor, Equipment Service and Patient Service Representatives must read, abide by and comply with Mercer Health's policies.
- C. Vendor, Equipment Service and Patient Service Representatives will be required to have an appointment with all Mercer Health executives, directors, managers, buyers, surgeons, anesthesia, staff or management when they are making a sales call.
- D. Vendor, Equipment Service and Patient Service Representatives must check in at Materials Management to sign-in and attain a badge.
 1. The sign-in system will require listing who the appointments are with, their location and the nature of the business.
 2. The badges must be displayed at all times while at Mercer Health.
 3. Materials Management's hours are from 7:30 a.m. – 4:30 p.m.

4. After Hours: Main Lobby sign-in computer
- E. Vendor, Equipment Service and Patient Service Representatives in procedural patient care areas to include but not limited to the Operating Room, and Radiology, who come to the hospital to provide technical product support on cases or have direct patient contact must:
 1. Provide (into the online vendor system) the following immunization and training documentation:
 2. TB skin test, or if positive, documentation of chest X-Ray
 3. Competency assessment for the product or service being provided
 - F. Vendor, Equipment Service and Patient Service Representatives will electronically acknowledge this policy via Mercer Health's Vendormate online registration system.
 - G. Violation of the policy will be documented by Mercer Health's online vendor system and that vendor is subject to corrective actions by the hospital based on the degree of violation which may include loss of vendor privileges.
 - H. Patient Service Representatives shall be required to refrain, while on Hospital property, from marketing products and services that are in direct competition with products and services offered by Mercer Health. This type of activity is further defined in the Hospital's Solicitation Policy.

Surgery Specific Requirements:

- A. Vendor, Equipment Service and Patient Service Representatives will NOT be permitted in the OR control desk area, surgeon's lounge or staff lounge, unless express permission is given by the Director of Surgical Services or designee.
- B. Vendor, Equipment Service and Patient Service Representatives will conduct their business in a timely manner. Vendors may function as a resource to physicians and Mercer Health clinical staff regarding their respective product, device or equipment, however they may not scrub in to procedures or otherwise participate in patient care duties.
 1. The patient must be informed and give express consent for the sales representative to be in attendance while a procedure is being performed. This will be documented on the operative consent. The presence of the sales representative requires approval by the surgeon and the Director of Surgical Services or his or her designee.
 2. Any brief cases/ bags will be kept in the unsterile corridor.
 3. Sales representatives will be allowed to enter the OR after induction of anesthesia and when the patient is prepped and draped to insure patient privacy
 4. Any supplies/implants used will be opened and handed off by a staff member. At no time can the sales representative participate in the procedure.
 5. The Biomedical or Plant Operations department will check appropriate equipment for electrical integrity and compatibility features.
 6. It shall be the responsibility of the sales representative to check and certify the functional integrity of the device to be used prior to its use.

7. At all times, the sales representative shall observe the policies/procedures, and the conduct of the institution or be subject to immediate removal from the hospital.
8. At no time is the sales representative to touch or operate equipment or participate in any manner in the procedures, care and treatment of the patient other than in an advisory capacity.
9. Loaner instruments should be signed in on the "Specialty Instrument Sign In" sheet. Loaner instruments should be delivered in a timely manner to avoid short cuts to the sterilization process (24- 48 hours early).
10. Vendors bringing in loaner instruments will provide a list of instruments in each tray and instructions for sterilization. OR nurses will inspect the instrument trays and send instruments along with instructions to Central Sterilization.
11. The expectation is that the loaner instruments will arrive ready for terminal sterilization.
12. Loaner instruments should be inspected by the OR personnel prior to cleaning and sterilization.
13. Adequate time should be allotted for instruments to go through a cleaning and sterilization process. (Refer to OR policy 527). Chemical indicator strips will be placed in all trays and a biological indicator will be placed on all implants.
14. Unless needed for an emergency, implants will be quarantined (24 hrs.) until results of the biological indicator are known to be negative.
15. If time does not exist, the surgeon will be notified and the schedule will be accessed to determine if the procedure can be delayed to allow proper sterilization to occur. This will depend on the urgency of the procedure.
16. In an emergency, all loaner instruments and implants will be flashed with a chemical indicator strip and biological indicator. Biological indicator should be incubated before the start of the case. Circulator will notify surgeon of 15 min, and 1 hour results. Circulator will document the results on the OR record.
17. Loaner instruments that remain on Hospital premises for more than two consecutive weeks must be documented and a listing must be provided to the Director of Fiscal Services.

Pharmacy Specific Requirements:

- A. All displays by pharmaceutical sales representatives are to be scheduled through the administrative assistants in the administration office.
- B. Any continuing education programs or in services on drugs or drug related topics must be approved by the Pharmacy Director or their designee. Written request for approval of in-services must be submitted at least two weeks prior to the in-service date and include the audience, time and place and program content. Lunches may be provided in conjunction with educational programs provided these comply with Mercer Health's Corporate Compliance policy.

- C. Pharmaceutical Sales Representatives are not allowed to distribute samples within the hospital. Physicians wishing to obtain samples from these sales representatives may sign for the samples at the hospital, but the samples are to be dropped off at the physician's office. The manufacturers are responsible for the security and distribution of all samples delivered to physician offices.
- D. Pharmaceutical Sales Representatives must never be left unattended in the pharmacy department. No pharmacy employee shall accept inducements in exchange for recommendations to place certain drugs on the hospital's formulary. Gifts of any kind from sales reps are prohibited.

GIFT AND GRATUITIES

See Mercer Health's Corporate Compliance Policy.

Reference: AORN Perioperative Standards and Recommended Practices 2010
AAMI Standards and Recommended Practices, 2006
Expert opinion MCCH OR nurses, 1/11

Date: 12/11

Approved by:

Director of Support Services Date

Pharmacy Director Date

Director of Surgical Services Date

VP of Patient Care Services Date