Title:	**Supplier Representative Activities at Barwon Health**
Department:	Procurement & Supply
Approved by:	Clinical Product Advisory Committee

Purpose

The purpose of this procedure is to enable Barwon Health to manage the activities of supplier and pharmaceutical representatives across the Health Service. This procedure has been prepared to layout the expectations of behaviour by supplier and pharmaceutical representatives at Barwon Health.

This Barwon Health procedure seeks to:

- Guide the activities of supplier representatives (including Pharmaceutical representatives) across Barwon Health.
- Guide Barwon Health staff behaviours with respect to supplier and supplier representatives.
- Maintain appropriate, constructive relationships between Barwon Health and suppliers to optimise patient care.
- Manage the introduction of new products (including equipment) and trailing of potential new products to the Barwon Health.

Target Audience

This procedure applies to all suppliers of clinical consumables, pharmaceuticals, prostheses and equipment, their officers, employees, agents and other representatives and relevant Barwon Health staff

Definitions

CPA:	Clinical Product Advisor.
CPrAC:	Clinical Product Advisory Committee.
HSV:	Health Share Victoria.
NIC:	Not-In-Catalogue/ Non-catalogued in Oracle.
NPI:	New Product Introduction.
OSPEC:	Operating Services Product Evaluation Committee.
TGA:	Therapeutic Goods Association.

Procedure

Required process for visits

- Barwon Health takes its commitment to patient confidentiality and safety very seriously and no supplier representative may have access to wards and clinics or other patient care areas unless by prior arrangement, with appropriate consent or authorities in place with appointment booked with either the CPA &/or Department/Unit managers.
- Any activity by pharmaceutical representatives must be approved by Director of Pharmacy (or delegate).
- Under no circumstances are supplier representatives permitted to canvas hospital staff other than as set out in this procedure
- Any supplier representatives attending any Barwon Health facility on business must:
  - Wear an identification badge (name and company).
  - Maintain a professional manner.
  - Maintain patient confidentiality at all times and comply with all requirements of patient privacy.
  - Not interfere with the operational requirements of the area they are visiting.
  - Follow any instruction given to them by authorised Barwon health staff members.
  - Comply with OH&S requirements and Infection Prevention Service requirements.
- Upon arrival at Barwon Health supplier representatives:

- Only visit those staff and areas for which the CPA, CPrAC, or Director of Pharmacy has given prior approval or a prior appointment has been made, and confirmed.
- If any new products are to be offered or discussed a copy of complete product information must be provided to the Procurement Department and the CPA.

Samples

- Supplier representatives are not permitted to leave clinical product samples in any ward or department without prior discussion with, and approval by the CPA and the relevant Area Coordinator / Manager.
- Any pharmaceutical sample packs must ONLY be provided to the Pharmacy Department

Consignment Stock

- Supplier representatives who manage consignment stock or who assist Barwon Health in other inventory management tasks must not access stock areas without the knowledge and express approval of the Specialist Area Unit Managers, and only in the frequency and method as described by contracted terms.

Offers / Quotations

- No offers / quotations are to be given to Barwon Health Service clinical staff without the Department Head / Coordinator / Manager / CPA or a representative from the Procurement Department also being present. Note - clinical staff are not authorised to finalise negotiations on pricing or the contract terms without the Procurement Department and Finance Business Partner involvement following the Instrument of Delegation Policy.
- Only written agreements approved by the Procurement Department will be binding on Barwon Health.
- Similarly, any deliveries to Barwon Health without a valid purchase order number may not be accepted and payment may not be made.

New Products / Product Trials

- A new product is a product that is being used for a function or in a way that it has not been used before or for a use that Barwon Health has not previously done so. A product is not new if it is an equivalent product to something already in use at Barwon Health from a different supplier or the same supplier and its use can be interchanged with no trial, education or change in process.
- Barwon Health maintains a Product Catalogue; new clinical consumables, prostheses or minor equipment cannot be introduced to the catalogue unless approved as per New Product Introduction process. A contract or pricing agreement is usually required to support addition to the catalogue.
- From time to time, approvals may be granted to trial or use a product not on contract and or not in the catalogue for a particular reasons or specific patients, where the NIC item represents a cost effective solution to an exceptional clinical need. NIC approval by the Head of the Unit, and the CPA and a quote are required to enable the Procurement Department to provide an authorised purchase order.
- All Clinical Product trials must be coordinated through the Barwon Health CPA. Product trial evaluation processes will be managed by the CPA and the CPrAC for all clinical areas. All evaluation data will be directed to the CPA for discussion through CPrAC.
- CPrAC must approve any product trial and documented evaluations and must be properly conducted with key evaluation criteria identified before any trial is commenced. The criteria must ensure a suitable patient sample is tested. All evaluations remain the sole property of Barwon Health.
- On approval from the CPrAC for a product trial, all products and equipment for evaluations must be accompanied with the appropriate documentation, education, cleaning guidelines, user and service manuals as well as disposal requirements.
- Biomedical equipment or any electrical medical devices cannot be used or trialled without first being inspected and approval for use by the Barwon Health Biomedical Engineering Department.

- Barwon Health should not be expected to pay for any products or equipment used for evaluation purposes. Where suppliers wish to levy a charge for evaluation of their products, this must be discussed with the CPA who in turn will decide in conjunction with the CPrAC and the agreed operational budget holder if such charges are to be approved. Where charges are accepted, a purchase order that will detail the charges and delivery requirements must be issued before any delivery takes place. For the avoidance of doubt, where no purchase order is issued, no charges will accepted or paid.
- The CPA and the CPrAC are not responsible for the coordination or evaluation of Pharmaceutical or Food Services samples and evaluations; Please refer to the following:
    - Drugs and Therapeutics Committee for pharmaceuticals
    - Food and linen servics

  However the process for representative visits and code of conduct still applies to these two commodity groups.

Loan Equipment

- Equipment identified as being “On Loan” must be inspected and approved for use by the Barwon Health Biomedical Engineering Department before it is used. All loan equipment must be coordinated through the Nurse Manager, Head of Unit or senior clinical staff or by the Clinical Product Advisor and accompanied with documentation that addresses the following:
    - An agreement detailing the value of the item, period of loan, location for use, education and support provided, insurance and liability provisions, indemnities and contact information of the person and department within Barwon Health through which the loan has been agreed. The documentation must also address responsibilities for servicing, maintenance and removal at the completion of the loan period.
    - Cost of and responsibility for any required consumables.
    - The equipment, including asset numbers, the loan equipment is replacing.
    - Training required for Barwon Health staff.
    - If a change in consumables is required, a list of the consumables that will be made redundant, how the redundant product will be removed from wards and other areas and how staff will be notified and trained in the use of the replacement product.
- Exclusions to this are Operating Theatre Instrument Sets that go directly to Central Sterilising Unit from the company for check in and management. This process is guided by the Management of Loan Instrumentation procedure.

Gifts / Inducements

- Supplier representatives must not offer gifts or benefits to staff that could be perceived as inducements to purchase goods or services from that supplier (refer Gifts, Benefits and Hospitality Policy).
- Barwon Health employees must declare any conflict of interest associated with a supplier or their representative.

Non Compliance

- Failure to comply with any aspect of this procedure may result in non-payment for goods supplied, but more importantly the sales representative will be advised that they are not allowed on site and as such the company may be excluded from further business opportunities with Barwon Health.