

## Title

### Company Representative Guideline

*REMINDER: Charter of Human Rights and Responsibilities Act 2006 – All those involved in decisions based on this guideline have an obligation to ensure that all decisions and actions are compatible with relevant human rights.*

#### 1. Context

Company Representatives are permitted fair and reasonable access to Eastern Health sites. In return for this privilege, they are expected to maintain an appropriate standard of behaviour as outlined in this guideline. Contravention of this guideline could impair the status of the company being represented as an acceptable supplier to Eastern Health.

#### 2. Definition of terms

Authorised Business Visitor	External person who is attending Eastern Health for business purposes and meeting with a member of staff by appointment. Examples include Sales representatives, Auditors, Union representatives, Department of Health personnel.
Company Representative	An Authorised Business Visitor from a private company who wishes to sell or demonstrate goods or services to Eastern Health staff.

#### 3. Name of Standard to which Guideline, Procedure or Protocol relates

Supplier Management Standard

#### 4. Processes

##### 1. Protocol/Procedure

Visits to Eastern Health staff are by appointment only and must be conducted in accordance with the Employee, Student, Volunteer, Authorised Business Visitor and Contractor Identification Guideline. Company Representatives are not permitted to visit a department on the chance that a staff member may be available to see them. Company representatives can only visit those wards and clinical departments for which the Clinical Products Advisor Eastern Health has given prior approval.

##### 2. Code of Conduct

Representatives visiting any Eastern Health site must maintain a professional manner and are required to comply with the Eastern Health Code of Conduct.

##### 3. Identification

All company representatives must report to the main reception of the site they are visiting on arrival, and sign-in in accordance with the Employee, Student, Volunteer, Authorised Business Visitor and Contractor Identification Guideline. Where a representative visits a ward or clinical department where they do not have an appointment, they will be referred to the Clinical Products Advisor.

All company representatives must:

- Wear a clearly visible identification badge showing their name and company.
- Wear an Eastern Health Authorised Business Visitor tag (if issued by Eastern Health and return this badge to the issuing area when leaving the site).

#### **4. National Safety and Quality Health Service Standards Requirements**

To assist Eastern Health in achieving compliance with the Safe Practice and Environment criteria of National Safety and Quality Health Service Standards Accreditation, external service providers, including company representatives, are required to comply with Eastern Health's health and safety requirements.

This may include participation in an induction process to become familiar with the emergency codes and other procedures.

#### **5. Reporting**

After each visit to a ward or clinical department, representatives are required to provide a summary report of their activity to the Clinical Products Advisor. This report should include the date, hospital site and department(s) visited, products discussed and in-service education provided.

It can be verbal, faxed (03) 98760514 or Emailed to the Clinical Products Advisor and/or Director Supply Chain.

#### **Important Note:**

Representatives found to be in breach of this guideline may be refused access to Eastern Health sites.

#### **6. Product Trials**

All clinical product evaluations are to be co-ordinated through the Clinical Product Advisor. The New Technology, Products and Procedures Working Party must approve any clinical product trial prior to its commencement. Evaluations must be properly conducted with key evaluation criteria identified and a suitable patient sample tested. Non-clinical product trials are to be co-ordinated through the Supply Department.

#### **7. Product Samples**

Representatives are not permitted to leave clinical product samples in any ward or department without prior discussion and approval from the Clinical Products Advisor. All products and equipment for evaluation must be accompanied by the appropriate documentation, cleaning guidelines, user and service manuals and company representative contact details.

#### **8. Pharmaceutical Samples and Evaluations**

Pharmaceutical samples and evaluations are to be co-ordinated through the Pharmacy Department.

#### **9. Biomedical Equipment**

Biomedical equipment cannot be introduced or evaluated without it first being inspected and approved for use by the Biomedical Engineering Department.

#### **10. Loan Equipment**

Biomedical equipment identified as 'on loan' must be inspected and approved for use by the Biomedical Engineering Department with information and appropriate documentation provided. This should include:

- A copy of the relevant TGA certificate or ARTG Number
- A completed and authorised indemnity form
- User and service manuals
- Information including the value of the item, period of loan, location of use, education and support provided, contact information of person and department within the organisation with which loan has been arranged; and must address:

- Responsibility for servicing/maintenance/insurance/removal at completion of the loan period
- Cost of and responsibility for any consumables purchase
- Which equipment the loan equipment is replacing
- Any change of consumables required with the loan equipment, and any consumables that will now be redundant from replaced equipment.

## **11. Supply of Goods**

No goods are to be supplied to any department without an official Purchase Order number. Unless a prior arrangement has been made with the Director Supply Chain, any verbal order or any number from any department must not be accepted. Consignment stock, when used, will have a purchase order raised against the appropriate supplier. Consignment stock will be replenished by the supplier and remain the property of the supplier until used.

Please note: Unless specific permission from the Director Supply Chain has been given, as in the case of urgent deliveries, any invoice that does not include an official purchase order will not be paid.

## **5. Scope**

This guideline is applicable to all Eastern Health staff and Company Representatives.

## **6. Tools & Techniques**

Sign in register available at each Eastern Health major site reception area.

## **7. Level of Supporting Evidence Available**

N/A

## **8. References**

New Technology, Products and Procedures Working Party Terms of Reference

Employee, Student, Volunteer, Authorised Business Visitors and Contractor Identification

## **9. Development History**

Created: 26 May 2003,

Revised 2006, 2009, 2013, 2015, 2017, 2020

## **10. Attachments**

Nil