



ADMINISTRATIVE MANUAL

POLICY PROCEDURE

TITLE: SALES REPRESENTATIVE VISITATION

ISSUED BY: ADMINISTRATION PAGE 1 OF 2

PURPOSE:

To describe the rationale and procedures for managing relations with supplier and service representatives.

Sales Representatives:

- A. Sales representatives provide a valuable service to the organization and are to be treated with respect. Sales representatives can also be disruptive and may have goals which are different from and even opposed to those of the organization. Therefore, it is important to control their access to and time with members of the organization.
- B. All supplier representatives are required to make an initial appointment with the purchasing department where they will be informed about hospital policies. Each representative will be given supplier information.
- C. Supplier representatives may make appointments directly with hospital personnel, however, each supplier representative will start each visit at the Materials Management office. Materials Management will call the requested hospital staff person to verify the appointment. Upon authorization, MM will have the representative sign in and obtain a pass. If a prior appointment has not been made, MM will contact the appropriate individual to determine if they are available and wish to see the representative. In no case will the supplier representative be allowed to visit any area of the hospital without approval of an authorized person, in that area, etc. All badges will be returned to the receptionist upon leaving the hospital grounds. Passes are only valid for one day.
- D. Supplier representatives are informed at their initial visit that the purchasing department is solely responsible to commit the hospital to all purchases with the exception of food items and pharmaceuticals. No one in the organization will present them selves in a way that would imply otherwise.
- E. Supplier representatives are not allowed to visit or approach physicians in clinical areas. If physicians maintain administrative offices within the hospital they may see supplier representative Sales Representatives - cont'd
- F. Supplier representatives must conform to the hospital policy regarding samples and trials. No samples of supplies or equipment trials may be offered until Materials Management has approved. No trial can be initiated without a no charge purchase order issued. All equipment must be checked by BioMed prior to use. Value analysis approval will be required prior to approval of samples and/or trials.

APPROVED BY:

DATE:

3.1.05

ORIGINATED:

REVISED: 2/5/02

Form No. 834006
(83)

REGIONAL MEDICAL CENTER AT MEMPHIS



ADMINISTRATIVE MANUAL



POLICY



PROCEDURE

TITLE: SALES REPRESENTATIVE VISITATION

ISSUED BY: ADMINISTRATION PAGE 2 OF 2

Materials. Management will make the determination whether value analysis approval is required or not.

- G. All computer equipment, communication equipment, and computer systems including software, must first be reviewed by the Chief Information Officer prior to vendor contact.
- H. Hospital personnel will inform any supplier representative observed visiting an area of the hospital without a pass of the existence of this policy and direct them to the purchasing office. The hospital staff person will also notify purchasing to expect the representative and explain where they were and what they were doing. The pass does not authorize person to person or Department to Department visits. Each visit must be announced by Materials Management.
- I. Sales Reps will be properly and professional attired. Scrub suits will be worn only in the O.R. as supplied by the hospital and only if required for the visit. For security purposes no scrubs will be worn while visiting the hospital.
- J. Supplier representatives who violate any part of this policy will be warned. Supplier representatives who continue to violate the policy will be barred from the hospital.

To assist with the safety and security of this hospital and its customers, it is imperative that each and every employee monitor the above and enforce the vendor solicitation policy.

APPROVED BY:

DATE:

3.1.05

ORIGINATED:

REVISED: 2/5/02

Form No. 83-0005
(88)

REGIONAL MEDICAL CENTER AT MEMPHIS