

Effective July 2004

RE: Sales Representative Protocol for Peri-Operative Services

Dear Vendor:

Wyoming Medical Center's mission is to provide high quality, cost-effective patient care. We recognize that Sales Representatives can play an important role in achieving this goal. Wyoming Medical Center has established the attached policies and protocols to promote a productive and beneficial working relationship with all vendors. This protocol applies to all Peri-Operative Services Departments including Anesthesia, GI-Lab, PACU, Operating Room, and Sterile Processing.

It is imperative that the policies and protocols for supply and equipment acquisition be adhered to. All supplies, instruments, and equipment entering or leaving Wyoming Medical Center must be tracked through the Peri-Operative purchasing agents whether requested by a physician or a hospital employee. This includes any products requested for evaluation purposes only.

Attached is a list of protocols that are now in effect. Non-compliance with any of these vendor policies will result in Wyoming Medical Center assuming no responsibility for payment of products used, lost, damaged, and may lead to vendor restrictions at all sites. **If you currently have access privileges to Wyoming Medical Center, you will need to have your application completed by August 2004.**

If you should have questions regarding vendor procedures pertaining to other Wyoming Medical Center departments, please contact the Materials Management Department.

Thank you for your support of Wyoming Medical Center's mission to high quality, cost-effective patient care.

Sincerely,

The WMC Peri-Operative Management Team.

**Sales Representative Protocol for Peri-Operative Services
Departments of Anesthesia, G.I., O.R., PACU, Sterile Processing**
Wyoming Medical Center

Non-compliance with any vendor policies or protocols will result in Wyoming Medical Center assuming NO responsibility for payment of products used, lost, or damaged and may lead to vendor restrictions.

Educational Requirements:

Annually, each sales representative must complete the Non-Employee Application process prior to gaining access to any WMC department. In addition, department specific education must be completed. If a vendor is accompanied by their supervisor, nurse educator, or other company representatives, they must also complete the Non-Employee Application process. Physicians representing Health Care Industry companies will need to complete the appropriate protocols in the Medical Staff Service Office prior to arrival in the Peri-Operative Services Department.

Peri-Operative Department Specific Education includes these Self-Learning Modules

Proof of Clinical Competency regarding your Product Line is mandatory.

Signed Copy of Peri-operative Services Vendor Policy

You will need to return all completed materials to the Human Resources Department. Your education profile will be evaluated annually to grant access privileges.

Upon arrival at Wyoming Medical Center:

01. You must have a scheduled appointment to gain access to any Peri-Operative Department. You may pre-schedule your appointments by contacting the appropriate person by phone or e-mail.
02. All sales representatives must present identification and sign in at the Security desk at the 2nd Street/ER entrance to the hospital. No exceptions. If a representative fails to check in they will be asked to leave the department and return to the Security desk to check in. Failure to comply will result in loss of privileges for access to WMC. The representative will also sign out at the Security desk and return their badge when leaving the premises.
03. Proceed to the Peri-Operative Department and ask for the Manager, Clinical Coordinator or appointed designee.
04. You must wear your ID Badge at all times during your visit in all hospital departments.
05. If necessary, a specialty coordinator will be paged and will escort you to and from the O.R. or procedure area.
06. **If a coordinator is not available or a procedure is delayed, you may be asked to wait in a designated non-patient care area, such as the cafeteria. It is inappropriate for a sales representative to wait in either the physician or employee lounges and/or use hospital phones, computers, or other equipment for business or personal use unless prior approval is obtained. Please leave your business card, complete with pager number, so you can be reached when the procedure begins.**
07. All instrument/implant sets must be delivered at least 24 hours before a scheduled procedure to allow for inventory, sterilization, and/ or biomedical safety evaluation. Deliver all instrument set(s) to the Sterile Processing Department and inform the lead tech on duty of their arrival. **The instrument/implant sets must contain an accurate inventory check list plus written cleaning and sterilization instructions.**
08. If delivery of instrument/implant sets is after-hours; please see the Sterile Processing Technician on-duty for check-in procedure.

Approval Process for Product Evaluation/ New Item Acquisition

Introduction of all new products will be coordinated with the Peri-Operative Business Manager, the O.R. Nurse Manager, and the Specialty Coordinator. All new product introductions/trials must be requested in writing from the surgeon or specialty coordinator. A cost proposal from the vendor must be submitted at least one week in advance of the scheduled procedure for which the product is requested. If supplies, instruments, or equipment are for evaluation only, a no charge purchase order will be generated before the product arrives in the department. The physician or Specialty Coordinator will follow the New Item Acquisition Process Policy.

Surgeon Requests for Supplies, Instrumentation, or Equipment

The physician or their office designee will request in writing any instrumentation or implant trays for a specific surgical case at the time the surgery is scheduled. Requests from sales representatives will not be honored.

Appropriate staff orientation to new equipment, instrumentation or surgical instruments will be coordinated through the Specialty Coordinator or the Professional Development Specialist (PDS).

The equipment/implant trays must include a complete inventory list of items delivered to the facility. Inventory lists must be checked with a designated Wyoming Medical Center employee and a company representative. If a company representative is unavailable, a complete inventory list must still accompany all equipment/instrument sets. In addition, the Sales Representative must include written instructions for cleaning and sterilizing the equipment and instrument/implant trays. Equipment, instrument/implant trays must arrive 24 hours in advance to ensure proper sterilization.

Sales Visits

All sales visits to the Peri-Operative Services Department will be scheduled. Sales Representatives are encouraged to conduct business in non-patient care areas. Marketing of products in the surgical/procedure area or during surgery is inappropriate. Physician sales visits must be arranged through the physician's office. You will not be allowed to wait for physicians in the lounge.

You will need to obtain prior permission to wait in the staff or physician lounges. Representatives are responsible for maintaining a professional, non-sales focused relationship in clinical areas.

The physician and the circulating nurse will determine the necessity for a Sales Representative to be present in the operating room/procedure area. The Sales Representative may provide verbal technical assistance only.

The Sterile Processing Department requires all Sales Representatives to formally notify the SPD Manager or designee they need time in the department to restock inventory and assess instrument/implant trays. The SPD Manager may limit access or require an escort for some Sales Representatives.

Removal of Supplies, Instrumentation, Equipment from Peri-Operative Services.

Inventory on instrument/implant sets and other products will be completed by a WMC employee prior to leaving the department. A copy of the inventory list will be kept in the O.R. Purchasing department for 7 business days. The Sales Representative has 7 business days to report any discrepancies on the inventory list. All instruments and medical equipment used in an operating/procedure room must be properly decontaminated prior to removal from the Peri-Operative Services Department.

NON COMPLIANCE WITH ANY VENDOR POLICY OR PROTOCOL WILL RESULT IN WYOMING MEDICAL CENTER ASSUMING NO RESPONSIBILITY FOR PAYMENT OF PRODUCTS USED, LOST, OR DAMAGED, AND MAY LEAD TO VENDOR RESTRICTIONS.

I have reviewed this Peri-Operative Sales Representative Policy and agree to abide by the requirements in the policy.

Sales Representative Signature

Date

Company * **ATTACH BUSINESS CARD.**

Peri-Operative Representative.

Date.

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2004-2005

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