

Sales Representative Protocol for Materials Management

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, damaged, and may lead to vendor restrictions in all departments.

Educational Requirements:

Annually, each sales representative must complete the Non-Employee Application process prior to gaining access to any Wyoming Medical Center 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 any Wyoming Medical Center department.

Materials Management Department Specific Education includes:

1. Safety: Fire, Disaster, and Electrical
2. Locations of fire exits and extinguishers
3. Knowledge of all seven emergency codes and actions needed

Proof of Clinical Competency regarding your product line is mandatory.

You will need to return all completed materials to the receptionist in the Human Resources department including a signed copy of this policy for your Education Profile. A copy will then be forwarded to Materials Management to be kept on file with the Director. Your education profile will be evaluated annually to grant access privileges.

Upon arrival at Wyoming Medical Center:

1. You must have a scheduled appointment to gain access to anyone in the Materials Management department. You may pre-schedule your appointment by contacting the appropriate person by phone or e-mail.
2. All sales representatives must present identification and sign in at the security desk located at the 2nd Street/ER entrance. **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 Wyoming Medical Center. The representative will also sign out at the security desk and return their badge when leaving the premises. Please be prepared to show your driver's license to the security staff upon arrival for verification purposes.
3. Proceed to the Materials Management department, which can be accessed by entering the dock area at 237 S. Conwell Street and ask for the Director. If the Director is

not available, ask for the Analyst. They will in turn direct you to your next contact, whether a staff member in Materials Management or elsewhere in the facility.

4. You must wear your ID Badge at all times during your visit in all hospital departments.

5. All paper work determining which level vendor you are (high, medium, or low risk), depending on patient care areas, must be completed prior to visiting Wyoming Medical Center.

Approval Process for Product Evaluation/New Item Acquisition

Introduction of all new products will be coordinated with the Director of Materials Management. All new product introductions / trials must be requested in writing from the area using the item. A cost proposal from the vendor must be submitted at least one week in advance of the appointment to discuss the item with the Director. 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 Director of Materials, the Department Director and the Inventory Control Technician in the respective area will follow the New Item Acquisition Process Policy.

Physician Requests for Supplies or Equipment

The physician or their office designee will request in writing any supplies needed for their specialty, which is not currently, stocked in general stores. Again, The Director of Materials, the Department Director and the Inventory Control Technician in the respective area will follow the New Item Acquisition Process Policy. If staff orientation is needed for these supplies, the Director of Materials will coordinate the training with the specific area Manager.

Sales Visits

All sales visits to Materials Management will be scheduled. Marketing of products directly to the department using the product and in the surgical/procedure area or during surgery is inappropriate. Physician sales visits must be arranged through the physician's office. Again, all sales visits must first be cleared through the Director in Materials Management before proceeding to other areas of the hospital. You may use the cafeteria while waiting for your pre-scheduled appointment in other areas of the hospital. It is inappropriate to wait in employee lounge areas, offices, or training areas.

Sales Representatives desiring to do business with the hospital are expected to provide the following for all products to be considered for use in the hospital, if requested:

- product literature
- published information on clinical/technical evaluations and product trial results

- price lists
- cost comparisons and analysis to establish financial feasibility of product use
- product samples at no cost to the hospital
- in-service training/education for all nursing units, departments, and staff involved
- list of hospital references (hospitals currently using the product, equipment, or service)

Removal of Supplies or Equipment from Departments at WYOMING MEDICAL CENTER

It is necessary to fill out an Item Return Request form when exchanges, recalled product, overstock, buy outs, or returned product is being taken back with the Sales Representative. This form may be obtained through the department Inventory Control Technician (ICT). Upon completion of the form, the Sales Representative must sign the form providing verification that the items were received. The Sales Representative is free to take one of the copies with them where credit is needed. The remaining copies must be given to the department ICT to keep on file to track the return.

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I have reviewed this Materials Management Sales Representative Policy and agree to abide by the requirements in this policy.

Sales Representatives Signature

Date

Company

Materials Management Representative

Date

Vendor Contacts for Materials Management
2004-2005

Melissa Carpenter
Director
Phone: 307.577.2740
Fax: 307.233.8100
Email: mcarpenter@wmcnet.org

Marianne Wamhoff
Analyst
Phone: 307.577.2720
Fax: 307.233.8100
Email: mwamhoff@wmcnet.org

Cheryl Vig
Stock Purchasing Agent
Phone: 307.577.2027
Fax: 307.233.8100
Email: cvig@wmcnet.org

Connie Pederson
Non-Stock Purchasing Agent
Phone: 307.577.7868
Fax: 307.233.8100
Email: cpederson@wmcnet.org

Dawn Foreman
Capital Buyer and Contracts
Phone: 307.577.2578
Fax: 307.233.8100
Email: dforeman@wmcnet.org

Department contact information for vendors that are here early or stay late

<u>DEPT.</u>	<u>CONTACT</u>	<u>EXT.</u>
Cath Lab	Jeanne Wernsman	2457
Cath Lab	Kathy Frith	2445
Pharmacy	John Arross	2890
Pharmacy	Deanna Danielson	2783
GI	Mary Ann Gracey	pager 0268
GI	Sharry Woodworth	pager 0045
OR	Front Desk (Debby Braun)	2123
SPD	Joanne Toal	2391 (Page Roshelle on 0110 if you have any problems with GI, OR, or SPD)

WYOMING MEDICAL CENTER
Inventory Control Technician Contacts

<u>Name</u>	<u>Department</u>	<u>Phone</u>
Jennifer Brown Kathy Frith	Cardio/Respiratory	577-2807
Felicia Cavender	4C-Medical	577-2157
Deanna Danielson Doris Knox	Pharmacy	577-2783
Millie Duckworth	Rehab/TCU/2N	577-7979
Roberta Duensberry	ICU/Telemetry/3E	577-7821
Ailene Miller	OR/GI Lab	577-2099
Darlyne Kammerer	Radiology	577-3001
Kathy Hamre	ER	577-2214
Jo Hemmer	Oncology	577-7920
Jana Hopkins	6C Surgical	577-4376
Shawn Engberg	Sterile Processing	577-2321
Toni Platt Heather Hoppe	5C Neuro	577-2655
Darla Stanko	Lab	577-2365
Beulah Tackett	4N OPS	577-2490
Melissa Carpenter	Materials Management	577-2740
Vickey Wilmetti	Anesthesia	577-2462
Lois Wright	OB/Nsy/L&D/3N/Peds/4N	577-2108

Materials Management
Vendor Checklist

___ Non-Employee Application

___ Completed Safety Education

**___ Signed Copy of Materials Management Vendor Policy In Education
Profile**

Sales Representative

Completed Date

Company

Authorized MM Signature