

COMPANY REPRESENTATIVES VISITING SCHN POLICY®

KEY POINTS

- The main purpose of this document is to provide essential information that will ensure SCHN and Company Representatives conduct business in accordance with set protocols.
- Company Representatives are to visit by **appointment ONLY**.
- When clinical product company representatives are visiting SCHN, the [NSW Health Visiting Company Representatives Guidelines](#) are to be followed.
- A Product Presentation Information and Indemnity form **MUST** be completed prior to any samples and or equipment being delivered if requested by either sites Clinical Products Managers / Biomedical Engineer
- Company Representatives must abide by car parking and product delivery protocols.
- All staff are to be familiar with the SCHN policy Reporting of conflicts of interest and received gifts and benefits.
- Due to geographical and logistical reasons, Company Representatives visiting the **Sydney Children's Hospital Randwick** or the **Kids Research Institute at Westmead** are exempt from reporting to Security to obtain a visitors badge.
- All other Company representatives visiting at CHW **must** register their visit with CHW Security to obtain a visitors badge.

Note: This policy includes Company Representatives only: **Visiting contractors and couriers are excluded from this policy.**

Approved by:	SCHN Policy Procedure and Guideline Committee	
Date Effective:	1 st September 2017	Review Period: 3 years
Team Leader:	Clinical Products Manager	Area/Dept: Clinical Products

CHANGE SUMMARY

- Updated CHW version to become a Network version.
- Recommended to read the entire document as minor changes have been made throughout.

READ ACKNOWLEDGEMENT

- Any staff who deal with Company Representatives are to read the document.

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Policy

- Company Representatives are to visit by **appointment ONLY**.
- Company Representatives are to be given a copy of the [NSW Health Guideline Visiting Company Representatives](#), by any relevant staff member if they haven't already received a copy.
- Company Representatives are **NOT** permitted to participate in direct patient care on wards.
- Company clinical and technical specialists **may be involved** with patient and family education or equipment assessments for purposes that have been expressly approved by the relevant department and provided that these activities are supervised by an appropriate SCHN clinician.
- Ward staff are to **seek approval** from the Clinical Products Managers / Biomedical Engineer in order to give a clinical product presentation.
- A Product Presentation Information and Indemnity form **MUST** be completed prior to any samples and or equipment being delivered if requested by either sites Clinical Products Managers / Biomedical Engineer.
- Company Representatives must be directed to park their vehicles in the Visitors Car Park.

Reporting of Conflicts of Interest and Received Gifts and Benefits

- All staff are to be familiar with the SCHN policy [Reporting of conflicts of interest and received gifts and benefits](#).
- SCHN is committed to providing a fair, ethical and accountable environment in which to conduct hospital operations.
- All staff members are expected to perform duties in a fair and unbiased way and to make decisions which are not motivated by self-interest or personal gain.
- To protect the integrity of SCHN and its staff, all staff members must declare any potential conflict of interest, gifts and benefits received in accordance with this Policy (as amended from time to time).

Further Information

NSW Health Guideline: Visiting Company Representatives

http://intranet.hss.health.nsw.gov.au/data/assets/pdf_file/0004/787378/Guidelines-for-Company-Reps.pdf

- The above linked document is a NSW Health Guideline for clinical products
- The guideline is for Company Representatives intending to visit SCHN to promote and assist in the management of the trial and use of their company's clinical products.
- The main purpose of the NSW Health Guideline is to provide essential information that will ensure SCHN and Company Representatives conduct business in accordance to set protocols.
- Enquiries can be made to the site specific Clinical Products Manager.

Related Policy

- Safe Introduction of New Interventional Procedures into Clinical Practice:
<http://webapps.schn.health.nsw.gov.au/epolicy/policy/4195>

Specific instructions for visiting company representatives at **CHW** wards or departments are provided below. **The instructions below are in addition to the instructions provided in the NSW Health Guideline.**

CHW Procedures

CHW Security Department

- Company Representatives **MUST** register their visit with Security and be issued with a 'Visitors Badge'. They are required to carry suitable ID at all times. A CHW sponsor should be in attendance with the Company Representative (if relevant) at Security (refer to [CHW Security Policy](#)).
 - **Note:** Company Representatives visiting the **Kids Research Institute** are exempt from reporting to Security to obtain a visitors badge. The Research building is a secure building whereby all visitors must provide identification upon entry. Research staff are responsible for issuing visiting Company Representatives with a visitors badge. At this stage, Security **are not** required to escort any Company Representatives to any departments.
 - Where possible, when CHW Staff are making appointments with the Company Representatives, they are requested to include Security in the Electronic Diary appointment/calendar using the following address: SCHN-CHW-Security@health.nsw.gov.au

Deliveries at CHW

- If there is a need to **deliver equipment to CHW:**
 - Company Representatives should be directed to access the staff car park via the boom-gate, and should then proceed to drop off the equipment from the '10 minute parking spaces' that are located in the driveway to the Chinese Garden. As an exception to this, due to their location and type of equipment delivered, Physiotherapy and Occupational Therapy Departments may have equipment delivered via the hospital front entrance if prior notice has been received by Security.
Note: Vehicles that remain for an extended period of time in either location may be issued with a Traffic Infringement Notice.
 - For large equipment deliveries that require a Dock facility, Company Representatives should be directed to gain access to the CHW Dock from Redbank Rd, Northmead.
Note: There are NO parking spaces available for Company Representatives at the CHW Loading Dock.

- Large equipment deliveries for the Kids Research Institute (KRI) can be made through the KRI loading dock only with the permission of one of the following;
 - Research Laboratory Manager
 - Research Engineering Manager
 - Transgenic Facility Manager

Note: There are NO parking spaces available for Company Representatives at the KRI Loading Dock.

- Once goods are unloaded, vehicles should be moved to the Visitors Car Park, or if there are sufficient spaces available, the vehicle may be parked in the Contractors parking spaces that are located in the Engineering Services (Contractors) Car park- Access is off Redbank Road, Northmead.

Note: Company Representatives are not permitted to park their vehicles in the spaces that are reserved for staff in the Staff Car Park.

CHW Pharmacy

- Before arriving at CHW, pharmaceutical representatives must make an appointment to consult with the Pharmacy Services Manager when they arrive on site regarding new drug products. Clinicians may also be seen in their office by appointment only, but are not to be consulted in the clinical workplace and public areas of the hospital.
- All drug products used for patients in CHW MUST have received approval of the CHW Drug Committee for formulary addition. Applications for formulary approval are only acceptable from relevant hospital clinicians. Company formulary application packages are not considered sufficient in themselves, as a satisfactory application. A clinicians input to the rationale for formulary addition, estimated patient numbers and economic evaluation of utilisation are to be provided in addition to the application package.
- Pharmaceutical representatives are to sign an agreement to abide by the rules, and relevant disciplinary actions for any sample medications provided.
- Drug samples should NEVER be left in clinical areas (eg wards, outpatients and Emergency). The Pharmacy Services Manager should receive all drug samples. This is to ensure evaluation of presentation and packaging as well as drug safety and efficiency prior to any consideration by the Drug Committee.

CHW Operating Theatres

- Nursing Unit Managers are allocated one day every week to meet with Company Representatives. Visits outside of this allocated time are strongly discouraged. Any that occur will be closely monitored by the Operating Suite Floor Manager and Nurse Manager – Peri-operative Services. If it is determined that the number of Company Representatives is disrupting the service, actions will be taken to manage the situation.
- Company Representatives are **only** permitted to enter an operating room when it is deemed to be clinically appropriate by the Operating Floor Manager, the relevant Nursing Unit Manager, Surgeon or Anaesthetist.

Kids Research Institute

Company Representatives visiting the Kids Research Institute (KRI) are to be issued with a visitors badge from KRI reception or Laboratory / Engineering Managers office upon entry to the building. The Research building is a secure building whereby **all** visitors must provide identification upon entry.

CHW Nutrition and Dietetics

Infant Formula

- The Infant formula used at CHW is selected from the State contract 3003, unless the formula required falls outside the contract categories, and no suitable contract item can be found.
- All infant formula companies should follow the Australian Agreement for the 'Marketing in Australia of Infant Formulas (MAIF): Manufacturers and Importers' in any dealing with the hospital.
- Representatives from companies selling infant formula should be directed to see **only** gastroenterologists or the Head of the Nutrition and Dietetics Department.
- Only companies who are signatories to the Australian Agreement for the MAIF: Manufacturers and Importers:
 - will be considered for tenders for infant formula outside the State contract categories at this hospital
 - may use the hospital facilities for meetings or educational seminars

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