



Visits By Company Representatives Procedure

Procedure Number
WCDHB-PF-0017

Version Nos:
2

1. Purpose

This Procedure outlines the process for visits by Company Representatives to West Coast District Health Board (WCDHB) facilities.

2. Application

This Procedure is to be followed by all staff throughout WCDHB.

3. Definitions

There are no definitions associated with this Procedure.

4. Responsibilities

For the purposes of this Procedure:

WCDHB Procurement Manager is required to oversee all aspects of this Procedure.

5. Resources Required

This Procedure requires no specific resources.

6. Process

- 1.00 WCDHB acknowledges the valuable function that Company Representatives perform in providing product support, education, and research & technology updates to our organisation. The potential to trial new or alternative products or receive education about the appropriate use of products is important in maintaining patient care.
- 1.01 Visits by company representatives to WCDHB hospital staff are by prior appointment only.
- 1.02 All company representatives are expected to call in to the WCDHB Facilities Main Reception to complete the Visitor Register and pick up a visitor pass on their arrival.
- 1.03 If the visit is not for one specific department e.g. Lab or Pharmacy, etc., the first department to be visited must be the WCDHB Purchasing Department (Procurement) where:
 - It is expected a meeting time has been pre-arranged,
 - An intended itinerary should be given,
 - Any samples of “New” products that representatives are wishing to be trialed for use by WCDHB are to be presented to the Product Evaluation Committee (PEC, via the Supply Chain Department) along with the appropriate PEHNZ form, supporting documentation and pricing.
- 1.04 Visits should only be made to the Manager of the relevant WCDHB Ward/Department, or their authorised delegate in their absence.



Visits By Company Representatives Procedure

Procedure Number
WCDHB-PF-0017

Version Nos:
2

- 1.05 When undertaking Ward/Department visits, “New” products shown should not be presented as being available for purchase until such time as they have been approved by the WCDHB New Products Committee.
- 1.06 If the Manager of the Ward/Department is interested in the product, then they need to complete a WCDHB Request for Product Evaluation Form and forward it to the WCDHB Purchasing Department.
- 1.07 Company representatives visiting WCDHB must wear an identification badge (name and company) and maintain a professional manner. Representatives, whose company is a member of the Medical Industry Association of New Zealand (MIANZ), shall comply with the MIANZ Code of Ethics.
- 1.08 Company representatives must comply with all relevant WCDHB policies and procedures These include, but are not limited to:
 - WCDHB Occupational Health & Safety Policy
 - WCDHB Security Procedure
 - WCDHB Smoke Free Policy
 - WCDHB Cellphones Procedure
- 1.09 Representatives shall comply with appropriate legislation including, but not limited to, the Privacy Act 1993 and the Health Information Privacy Code 1994.
- 1.10 Pharmaceutical samples and evaluations are to be co-ordinated through the WCDHB Pharmacy Department.

7. Precautions And Considerations

- ➔ Visits by company representatives to WCDHB hospital staff are by prior appointment only
- ➔ All company representatives are expected to call in to the WCDHB Facilities Main Reception to complete the Visitor Register and pick up a visitor pass on their arrival.
- ➔ Visits should only be made to the Manager of the relevant WCDHB Ward/Department

8. References

There are no references associated with this Procedure

9. Related Documents

WCDHB Occupational Health & Safety Policy
WCDHB Security Procedure
WCDHB Smoke Free Policy
WCDHB Cellphones Procedure



Visits By Company Representatives Procedure

Procedure Number
WCDHB-PF-0017

Version Nos:
2

Revision History	Version:	2
	Developed By:	Procurement Manager
	Authorised By:	General Manager – Corporate Services
	Date Authorised:	May 2009
	Date Last Reviewed:	May 2011
	Date Of Next Review:	May 2013