

# 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 **Kids Research Institute (KRI) at Westmead** is exempt from *reporting to Security* to obtain a visitors badge however they must follow the [KRI procedure](#).
- All other Company representatives visiting SCHN **must** register their visit *with Security* to obtain a visitors badge.
- This document intent is for Company Representatives visiting primarily clinical departments.

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

<b>Approved by:</b>	SCHN Policy Procedure and Guideline Committee	
<b>Date Effective:</b>	1 <sup>st</sup> November 2023	<b>Review Period:</b> 3 years
<b>Team Leader:</b>	Clinical Products Manager	<b>Area/Dept:</b> Clinical Products

## CHANGE SUMMARY

- Due for mandatory review. No major changes but added more details for Pharmacy Services (SCH and CHW).

## READ ACKNOWLEDGEMENT

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

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## Policy – Wards and Departments

- Company Representatives are to visit by **appointment ONLY**.
- Company Representatives are not permitted to go or wander ward to ward – e.g. cold calling.
- 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 the ward areas.
- 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. – please contact Clinical Products or Biomedical Engineering for a copy.
- 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](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 are provided below. **The instructions below are in addition to the instructions provided in the NSW Health Guideline.**

## **Additional 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, however 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.
- CHW Security **are not** required to escort any Company Representatives to any departments.

### **Deliveries at CHW**

- If there is a need to **deliver equipment to CHW:**
  - Where possible for small equipment, the Company Representatives should be directed to access the visitor's carpark of Hainsworth Street & then proceed to drop of the equipment to the department.
  - 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 for the drop off of the equipment the department should email [SCHN-CHW-Stores@health.nsw.gov.au](mailto:SCHN-CHW-Stores@health.nsw.gov.au) to let the stores department know of the delivery in advance & providing as much information as possible.
  - Arrangement should be made for this equipment to be a direct delivery to the ward/department. The Loading Dock/Stores does not have the capacity to store any deliveries in this area for any length of time or to be used as a unpack area for crates, pallets and or assemble equipment.

## CHW Operating Theatres

- Nursing Unit Managers/Clinical Nurse Specialist Grade 2 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 Nurse Manager and or Nurse Unit 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 relevant Nursing Unit Manager/Clinical Nurse Specialist Grade 2, Surgeon or Anaesthetist.
- Company representative are to sign in at Theatre Reception and show their Visitor Badge

## SCHN Pharmacy Services (SCH and CHW Pharmacy)

- Pharmacy Department visits are by appointment only
- Requests for meetings should be made to the Director of Pharmacy or delegate with a minimum of 14 days notice.
- Requests for virtual meetings are also by appointment only.
- Before arriving at SCH or CHW, pharmaceutical representatives must ensure they have a valid appointment to consult with the Director of Pharmacy, Pharmacy Services Manager or delegate 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 SCHN MUST have received approval of the relevant SCHN Drug Committee and NSW State formulary 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 clinician's 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 (e.g., 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.
- Pharmaceutical Industry Representatives should comply with the following
  - Observe Medicines Australia Code of Conduct
  - Wear identification at all times

## 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.

### **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.

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