



**UC Davis Health System**  
**Vendor and Contracted Services at UCDHS**  
[Hospital Policies and Procedures - 2202](#)  
 Revised 12/22/06

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## I. PURPOSE

This section outlines policy and procedures governing the activities of sales, pharmaceutical and Clinical Engineering equipment service representatives, building contractors, contractor representatives and employees of contracted services who provide product and service information, demonstrations and/or services to the University of California, Davis, Health System (UCDHS)

## II. SETTING

Health System

## III. POLICY

### A. Sales Representatives

1. All sales representatives are required to contact the UCDHS Materiel Management-Purchasing Department. Sales representatives will be provided with a copy of the policy and procedure and maps, if needed, (available from Materiel Management-Purchasing) to acquaint them with UCDHS.

2. Sales representatives are encouraged to provide an appropriate number of current catalogs and price indexes to interested UCDHS departments.

3. Sales representatives may meet with UCDHS personnel by appointment only. On the date of their appointment, sales representatives will register with Materiel Management-Purchasing, be given a sales representative's badge and be directed to the appropriate department. Prior to registering with Materiel Management-Purchasing, sales representatives should make appointments with the department(s) they are visiting. Representatives who are scheduled for in-service at a time other than normal Materiel Management-Purchasing business hours (8:00 a.m. to 5:00 p.m.) must obtain a badge prior to the scheduled in-service. Purchasing-issued badges need not be returned.

4. If when calling on a UCDHS department, a sales representative is not wearing a sales representative's badge or does not have a scheduled appointment, the department personnel should report the incident to Materiel Management-Purchasing (734-2475).

5. All medical/surgical products to be evaluated (except pharmaceutical items) must be approved by the Products Standardization Committee or the Value Analysis Committee. Product evaluations will be conducted by the appropriate committee. These evaluations may include sub-committees and/or staff from interested patient care areas. Product exhibitions for medical/surgical supplies may be arranged through Materiel Management Administration (734-247).

6. Sales representatives may leave product samples with UCDHS staff. However, samples must also be provided to Materiel Management Administration for review. Samples are not to be used with patients until approved by the Product Standards Committee or the Value Analysis Committee.

7. Accepting gratuities from sales representatives for individual enrichment is prohibited. (See UCD Policy and Procedure, Section 380-55, Acceptance or Offering of Gifts and Gratuities by University Employees.)

8. Sales representatives who do not follow UCDHS policy shall be reported to their company. If they repeatedly violate these guidelines, their visiting privileges shall be restricted or revoked.

#### B. Pharmaceutical Representatives

1. Pharmaceutical representatives are to contact Pharmacy Administration (Davis Tower, Room 0762) upon arriving at UCDHS.

2. Pharmaceutical representatives are required to complete a Pharmaceutical Representative Registry form upon their initial visit. Representatives should ensure that the information requested is updated periodically.

3. Pharmaceutical representatives will be provided with Visitation Policies for Pharmaceutical Manufacturers' Representatives guide (available in Pharmacy-Purchasing, Main Hospital, Room DT 0762 or Pharmacy Administration) to acquaint them with UCDHS organizational and purchasing structures and policies and procedures. Compliance is expected.

4. Pharmaceutical representatives are encouraged to provide an appropriate number of current catalogs and price indexes to the Pharmacy Department.

5. Pharmaceutical representatives may meet with UCDHS personnel by appointment only. Representatives are expected to schedule such appointments in advance.

6. Pharmaceutical representatives are to wear a sales representative's badge whenever in UCDHS.

7. Representatives or managers should contact the Pharmacy Department manager or representative to request product presentations or evaluations.

8. Accepting gratuities from sales representatives for individual enrichment is prohibited. (See UCD Policy and Procedure, Section 380-55.)

9. Pharmaceutical representatives who fail to comply with UCDHS policy shall be reprimanded. If they repeatedly violate guidelines, their visiting privileges may be restricted or revoked.

#### C. Clinical Engineering Equipment Service Representatives

1. Clinical Engineering equipment service representatives are required to sign in with Clinical Engineering prior to proceeding to the repair site.

2. Each Clinical Engineering equipment service representative on site at UCDHS will receive a paper badge, authorizing him/her to be on UCDHS grounds for repair work. Vendors who have long-term, full-time assignments at UCDHS will receive laminated temporary badges with their name, company name and work area listed.

3. Clinical Engineering equipment service representatives are instructed to sign out with Clinical Engineering when work is complete. Sign-in/out log sheets are kept in the Clinical Engineering office.

4. Clinical Engineering equipment service representatives who arrive between the hours of 5:00 p.m. and 8:00 a.m. or weekends and holidays who do not have a previously assigned laminated badge are required to check in at the Tower Lobby Information Desk.

#### D. Building Contractors and Contractor Representatives

1. All building contractors and contractor representatives working under direction of UCDHS Facilities Design and Construction shall provide and administer an employee identification program as required in their construction documents.

2. Supervision of contractor employees or representatives shall be the responsibility of the sponsoring contractor while on the UCDHS properties. The contractor must ensure the conduct of employees or representative adheres to the requirements of UCDHS at all times while on the properties. Significant or repeat violations will result in removal from the UCDHS properties.

#### E. Patient Services Reviewers and Referral Providers

1. All third-party payor representatives performing on-site utilization review must first report to the reception desk of the Patient Services Department. Patient Services staff shall notify the patient care unit prior to the on-site representative beginning his/her review. The on-site reviewer shall return to the Patient Services Department to provide the results of the review prior to leaving the facility.

2. Providers to whom inquiries/referrals have been made for post-hospital care must first report to the Patient Services Department. Patient Services staff shall notify the patient care unit prior to the arrival of the provider. Referral providers may include, but are not limited to, home care agencies, durable medical equipment suppliers and other facility representatives.

3. All representatives shall be identified with an appropriate name badge from their organization/facility.

#### F. Employees of Other Contracted Services

1. All employees of companies providing any type of contracted service to UCDHS shall be required to wear appropriate identification as outlined in the company's service contract with UCDHS. If it is determined that the contracted employee requires photo ID badge, the UCDHS department with which they are associated will process the appropriate form requesting a phot ID badge (see Hospital P&P 2900, Photo Identification Badge).

2. Responsibility for supervision of contracted employees shall be outlined in the contract with the contractor providing the service. However, employees shall adhere to the requirements of UCDHS at all times. Significant or repeat violations should be reported to the sponsoring department. The sponsoring department should report the violations to the UCDHS Materiel Management Manager if the Materiel Management Department processed the service contract.

Sent to the following for review:

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