

PINNACLE HEALTH

Policy #507

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Subject: Pharmaceutical Vendors

Policy Statement:

Pharmaceutical vendors will follow all policies set forth by the Pinnacle Health System with respect to their personal behavior and business practices. Pharmaceutical vendors will follow additional regulations set forth by the Department of Pharmacy with regard to medications.

Procedure Guidelines:

- A. In the hospital, pharmaceutical vendors are only permitted to actively detail medications that are on the Pinnacle Health System formulary. Vendors are permitted to answer questions posed to them about non-formulary products. There are no restrictions on detailing non-formulary medications in the office practices.
- B. Each product will be covered by only one pharmaceutical representative at all Pinnacle Health acute care sites.
- C. Vendors are required to log all sample medications as described in the Medication Samples Policy found in the Department of Pharmacy's Policy and Procedure Manual.
- D. Vendors providing services to the acute care sites are required to schedule periodic appointments with the Department of Pharmacy to stay current on Pinnacle Health System policies as well as specific information pertaining to medication products.
 1. An appointment with the Department of Pharmacy is required prior to a vendor's first visit to Pinnacle Health. The policies will be outlined for the new vendor.
- E. Pharmaceutical vendors may only call on personnel with whom they have appointments.
 1. It is the responsibility of the person with whom the vendor has an appointment to monitor their actions while in that area.
 2. Respect and confidentiality should be paramount at all times in patient care areas.
 - a. Vendors are never permitted in areas where patient information is discussed or available without the prior approval of the Pinnacle Health System and the patient.
 3. Vendors should not attempt to disrupt work patterns of other employees in the same area while meeting with or waiting for a scheduled appointment.

- F. Educational materials and presentations must be reviewed by the Department of Pharmacy before they are scheduled.
1. Information may not be posted in patient care areas without the permission of the manager of the unit.
- G. Pharmaceutical vendors will sign in the logbook at the Department of Pharmacy before attending appointments or meetings at all buildings on the Harrisburg Hospital and Community General Osteopathic Hospital campuses.
1. Vendors should only visit locations logged in the Pharmacy. If the vendor must visit more than one location, all locations must be noted in the logbook.
 2. In off-site areas, including Polyclinic and Seidle Memorial Hospitals, vendors will sign in directly with the unit manager or designated staff.
- H. Corrective action will be taken if policies as outlined are violated.
1. The first infraction will result in the following:
 - a. A discussion with the vendor representative along with their immediate supervisor in attendance.
 - b. A one-month period where the vendor in question cannot call on Pinnacle Health.
 - c. The company is responsible for identifying a suitable replacement if services are required by Pinnacle Health during this time.
 2. The second infraction will result in permanent removal of privileges at Pinnacle Health.
 - a. The company is responsible for identifying a suitable replacement as soon as possible.

Supersedes Policy No.: 507 (9/24/02)

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Authored by: Department of Pharmacy

Approved by: _____

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