



CORPORATE POLICY, STANDARDS and PROCEDURE

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<u>POLICY TITLE</u> DRUG VENDOR RELATIONS		
<u>AUTHORIZATION</u> Vice President, Regional Hospitals and Communities	<u>DATE APPROVED</u> March 2014	<u>CURRENT VERSION</u> <u>DATE</u> July 2016

DATE(S) REVISED / REVIEWED SUMMARY

Version	Date	Comments / Changes
1.0	March 2014	Initial policy was released
2.0	July 2016	Changed Health Shared Services BC (HSSBC) to their new name of BC Clinical and Support Services (BCCSS) Society

INTENT / PURPOSE

To ensure drug vendor representatives and healthcare staff have clearly delineated standards and policies for vendor/staff interactions.

To ensure all drug purchasing functions are maintained and controlled within Lower Mainland Pharmacy Services (LMPS).

Policy pertains to all Lower Mainland owned and operated sites including clinics and residential sites.

POLICY

Drug vendor contracts are only to be initiated by LMPS and BC Clinical and Support Services (BCCSS) Society. Health Authorities will not honour unauthorized agreements or purchases. A purchase order is required for the purchase of goods and services.

DEFINITIONS

Drug vendor Representative – Any representative of a drug supply manufacturer or distributor who visits the hospital for the purpose of soliciting the use of products and / or services.



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Lower Mainland Pharmacy Services (LMPS) – Pharmacy services for Fraser Health, Providence Health Care, B.C. Mental Health and Addictions, and Vancouver Coastal Health.

PROCEDURE

The LMPS will be the primary contact for all drug vendor representatives wishing to solicit and or negotiate proposals to drugs and or related services with Lower Mainland.

A. Drug Vendor Representatives:

1. First visit:

- (a) All new drug vendor representatives shall, prior to any introduction of products or related services at the sites, contact the Medication Use Evaluation Pharmacist within LMPS via email, fax or phone for their initial visit and provide business card and company product line information.
- (b) The LMPS will provide the following:
 - 1. Drug Vendor Relations Policy
 - 2. Contact information for the appropriate Pharmacy Leads

2. For subsequent visits:

- (a) Follow and adhere to the following visitation practices:
 - On-site meetings with physicians and staff will occur on an appointment-only basis.
 - Must register at the site’s Pharmacy Administration Office if visiting a hospital or with the receptionist at clinics or community sites. A vendor identification badge must be worn at all times and local site security policies will be followed.



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- Unauthorized access is not permitted to any part of the operating room, surgical area, recovery room spaces or inpatient/outpatient units and other restricted areas.
- Shall not claim incorrect approval standing with Health Canada, other regulatory bodies or formulary status or make false representation to clinicians regarding the availability of products, supplies or medications.
- Not exhibit any medications, advertisements or related materials in public areas.
- Not utilize the hospital's communications system (i.e. paging system, etc.) to contact any hospital staff member or physician.
- Not interact with LMPS supply chain, Health Authority staff and/or physicians and BCCSS staff during an active competitive bid process.
- Not distribute product samples, drug supplies, or any medium for drug reimbursement (i.e. drug cards, etc.) for patient use or for use in clinical trials.
- Have no contact with patients.

B. All Hospital Staff and Physicians Shall:

1. Refer all drug vendor representatives to the LMPS where drug product evaluations, trials and purchases will be considered.
2. Report any Drug Vendor Relations Policy violations to the Pharmacy.
3. Not discuss commercial terms, conditions and contract pricing with drug vendor representatives without the direct involvement of the LMPS / BCCSS.
4. Refer to local Conflict of Interest policy regarding interaction with industry



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C. Disciplinary Measures Will be Enforced as Follows:

1. Failure to comply with this policy may result in the removal of all privileges for the drug vendor representative.
2. Non-compliance with the Drug Vendor Relations policy may result in a reduction in scoring assigned to the vendor on official contract award processes managed by the Health Authority on its own account or via BCCSS or its Group Purchasing Organization agents.

REFERENCES

- BCCSS Policy – “Fair and Competitive Procurement”
- BCCSS Policy – “Vendor Relations Guidelines”
- Fraser Health Policy – “Conflict of Interest”
- Fraser Health Policy – “Signing Authority”