



**DEPARTMENTAL**  
**GUIDELINES OF PRACTICE**

**NUMBER:**

OR 400-62  
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**DATE OF ORIGIN:**

September 6, 2000

**TITLE:**

**VENDOR REPRESENTATIVES IN THE OR**

PURPOSE

The role of the vendor (healthcare industry representative) is to provide essential clinical and/or technical training related to surgical devices for patient care. The Surgical Services Department offers access and such access is considered a privilege; therefore, contingent on the representative's compliance with the organization's guidelines. We do recognize the integral role vendors provide for intraoperative care. Following this guideline ensures patient safety and their right to privacy and confidentiality.

DEFINITION N/A

PROCEDURE

Vendor representatives must register with Vendormate (<https://nahelath.vendormate.com>) in order to do business with NAH. Vendors must **sign in and sign out** when visiting any of the NAH facilities.

1. Orientation:

Surgical Services will provide the vendor with the Guideline of Practice upon initial entry to the Surgical Services area, patient's rights and appropriate OR conduct. We ask that the representative keep our front desk regularly updated with their current "on call" schedule. Vendor must inform us of any company/employee changes.

2. Badges and Attire:

The vendors will wear a hospital issued identification badge at all times within the hospital and appropriate OR attire while in the Surgical Services area. Any fabric bags and/or backpacks cannot be taken in the core surgery area. Surgical Services will provide lockers if they are available. See the front desk to get a key. We will provide scrubs for the representative. We require cover coats when going out of the OR, long sleeve jackets during cases, cloth hats are not allowed, all head and facial hair must be covered. Representative must be in scrubs in the OR at least 30 minutes before surgery to assist. If these are new instruments or implants please arrive 60 minutes early to assist.

3. Loaners, Instruments and Implants Brought in for Surgery:

- a. Vendor shall notify SPD/OR before equipment arrives, either by fax or telephone, with the amount of trays and number of bins of implants. This will include a complete list of each catalog item and quantity. Including instruction and parameters on sterilization, including flash sterilization. Make sure to include a tray sheet for SPD staff to use.
- b. Trays and implants must be received to SPD at least 24 hours in advance of the surgery. Instruments and loaners will be shipped at the vendor's expense unless otherwise contracted. Vendors must fill out the "Loaner Vendor Tray" sheet to be attached to each set of trays. (Exception to the rule is case add-ons.)
- c. If this is a new tray then the vendor will include instructions from the manufacturer on how to clean the instrument and/or tray. Advance approval for use must be granted by the OR Business Analyst.

**APPROVED BY/TITLE:**

Guidelines of Practice Committee

**DATE REVIEWED:**

05/11/10

**DATE REVISED:**

- d. All instruments will be processed through the washer-decontaminator before sterilization.
  - e. If the vendor is not present after the trays are used SPD will decontaminate trays, trays will then be put in the designated vendor area for pick up.
  - f. Vendor is responsible for making arrangements for the courier to pick up. Trays should not be left in SPD longer than 72 hours.
  - g. NAH is not liable for items missing from trays if the vendor did not attend SPD during the decontamination process. Any lost items will be replaced at the vendor's cost not at list price. NAH is not liable for any trays and implants left longer than 72 hours after the surgery is complete.
  - h. Trays and implant bins should be arranged for pick up before vendor leaves NAH.
4. Day of Surgery:
- a. Vendor must arrive at the hospital at least 30 minutes prior to the scheduled time to start the procedure. Park in the visitor parking spaces.
  - b. Have all implant trays outside of the procedure room on a cart. Label the trays with which to open and which to hold. Provide team with template of the system prior to the procedure.
  - c. Have the OR personnel open implants as per hospital guideline.
  - d. Limit communication in the OR to necessary comments. Limit number of representatives in the room to two per case. Only come into the Operating Room when invited in, otherwise stand outside in the hallway to observe. No cell phones in the surgery area. If receiving a call please take call outside surgery area. Please be particularly aware of patient safety issues such as the timeout process. This time is meant to include the staff only, and all participants are to be attentive to it.
  - e. Limit traffic in and out of the room. Only use the small door of the OR.
  - f. Make sure to use laser pointer to point to instruments needed during the case. Do not reach across the sterile field.
  - g. If there are multiple vendors supporting a case, each vendor should be in attendance for their part of the case, then exit to avoid any disruption.
  - h. Assist SPD between cases to reassemble trays for turnover and at the end of the case.
  - i. Supply enough trays for each surgery so that sterile instruments are available for each case.

5. Billing:

Vendor representatives must register with Vendormate (<http://nahealth.vendormate.com>) in order to do business with NAH. Vendor must **sign in and out** when visiting any of the NAH facilities and assure their badge is worn and visible at all times.

NAH must receive invoicing for 'bill only' items within 24 hours of the surgery, including any charges related to that case. Bundled rates are no longer accepted and need to be broken out by line item to meet the criteria given by the reimbursement provider.

Two locked mailboxes are provided for easy invoice drop-offs. At FMC one mailbox is across from the front OR desk for billing, the other is down the hallway to the buyers for the PO. Any invoices arriving after the 24 hours will be considered a donation.

6. Appointments and Conduct at the OR:

Vendors are not allowed to do any “cold calling” or approach staff/physicians without appointments. To make appointments please e-mail the office coordinator and he/she will forward the request to the appropriate people and respond back.

Vendors will receive routine education regarding the importance of proper conduct in the Surgical Services area. The RN should be informed by the representative prior to the procedure and the representative should only go into the Operating Room when invited in. RNs are responsible for the patient’s care during the procedure and are accountable for maintaining the patient’s safety, privacy, dignity, and confidentiality.

Service Vendors such as laser operators, neuro monitoring, lithotripsy, etc., must provide the required licenses and demographic information to our Medical Staff Services Department. Each individual needs to be approved to perform services here.

7. New Products or Trials:

- a. Approval for new product and trials must be granted by the Product Evaluation Committee (PEC) before any trial use of any device, instrument, implant, etc.
- b. New products, trials, samples must be evaluated first through the Product Evaluation Committee. Representatives can fill out a NEW PRODUCT FORM (found on our NAH website or outside the OR Business Analyst office). Additionally the representative can contact the OR Business Analyst to provide the necessary information on the new products to be reviewed by OR-PEC. Please be prepared to supply all information about the product, including billing codes and expected reimbursement. We will meet with our physicians to see if this is something they are interested in. If so then it will go to the product evaluation committee to review cost management and supplies. Representatives will then be notified of the decision of the OR-PEC. Product must be approved before use.
- c. Appropriate training and documentation must be provided for all personnel using the new product prior to evaluation. SPD must have tray sheets and OR personnel must have charge sheets.
- d. Vendor will provide any instrumentation needed to use new product free of charge. As mentioned above it is required to deliver instrumentation to the SPD area 12 hours before surgery.
- e. During the first couple of surgeries we ask the representatives to attend the surgeries to make sure all personnel are trained.

ATTACHMENTS      N/A

REFERENCES      N/A