



Northern Arizona Healthcare

## Patient Care Services

### GUIDELINES OF PRACTICE

**NUMBER:**

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

February 22, 2008

#### PURPOSE

The role of the vendor (health care industry representative) is to provide essential clinical and/or technical training related to surgical devices for patient care. The Surgical Service 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 intra-operative care. Following this guideline ensures patient safety and their right to privacy and confidentiality.

#### PROCEDURE

1. Orientation:

Surgical services will provide the vendor with the guideline of practice upon initial entry to the Surgical Service Area, patient's rights and appropriate OR conduct. We ask that rep 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 time within the hospital and appropriate OR attire while at work in the Surgical Services area. Any fabric bags and/or backpacks can not be stored 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 rep. Rep must be in scrubs in the OR at least 30 mins before the surgery to assist the surgery staff. If these are new instruments or implants please arrive 60 mins 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.](#)
- 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 time rule: is case add-ons)
- c. If this is a new tray, then the vendor will include instructions from the manufacture on how to clean the instrument and/or tray.

- d. All instruments will be processed through the washer-decontaminator.
- e. If the vendor is not present after the trays are used, SPD will decontaminate trays, trays will then be put in the designed 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 decontaminated 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 policy.
- d. Limit communication in the OR to necessary comments. Limit number of reps 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 call, please take call outside surgery area. Please be particularly aware of patient safety issues such as the time out 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.
- f. Assist SPD between cases to reassemble trays for turnover and at the end of the case.
- g. Supply enough trays for each surgery so that sterile instruments are available for each case.

5. Billing:

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

Two locked mailboxes will be provided for easy invoice drop off's. Any invoices arriving after the 24 hrs 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 email the office coordinator and he/she will forward the request to the appropriate people and respond back. Vendors are required to register at Materials Management and obtain a visitors badge.

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 rep should only go into the operating room when invited in. RN's are responsible for the patients care during the procedure and is accountable for maintaining the patient's safety, privacy, dignity and confidentiality.

7. New Products or Trials:

- a. Approval for new product and trials must be granted by the OR - Product Evaluation Committee (OR-PEC) before any trial use of any device, instrument, implant, etc....
- b. New products, trials, samples must be evaluated first thru the Product Evaluation Committee. Reps can contact the office coordinator to arrange information on the new products to be passed along to the 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. Reps will then be notified of the decision of the OR-PEC. Product must be approved.
- 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 to use new product, free of charge. As mentioned above will get instrumentation to the SPD area within 12 hours of the surgery.
- e. During the first couple surgeries, we ask the reps to attend the surgeries to make sure all personnel are trained.
- f. Any new product brought in without approval will be a donation to the hospital.

**APPROVED BY/TITLE:**

Guidelines of Practice Committee

**DATE REVIEWED:**

05/10/05

**DATE REVISED:**

**Feb 28, 2008**