PHARMACEUTICAL MANUFACTURER’S REPRESENTATIVE

PURPOSE

To provide a clear, standardized practice for all physicians/staff who interact with pharmaceutical manufacturer’s representatives.

DEFINITIONS

Pharmaceutical manufacturer representative or Drug Vendor Representative: any representative of drug supply manufacturer or distributor who visits the hospital for the purpose of soliciting the use of product(s) and/or service(s).

POLICY

1. Pharmaceutical Manufacturer Representatives (PMR) will require appointments in advance of meetings with all physicians/staff in the hospitals.
2. PMR will be subject to all policies of behaviour and confidentiality for the institutions.
3. Organizational information will not be released without appropriate authorization.
4. Conflict of Interest Policies will be upheld.
5. PMR will not provide medication samples unless as specified in the sample policy.
6. No manufacturer displays are to be permitted within the hospital unless authorized in conjunction with an educational event and not in a patient care area.
7. Price information will be transmitted to Pharmacy Purchaser or Director.
8. Hospital paging system is not for use by PMR.
9. Any breach in expectations of PMR will be reported to the Pharmacy Director or appropriate medical administrator.

PROCEDURE

1.0 Hospital visits/Appointments:
   1.1 Appointments are not to be arranged in patient care areas of the hospital.
   2.1 All appointment requests for pharmacy staff/ coordinators are to be organized through the Medication Use Evaluation (MUE) Pharmacist.
   3.1 No hospital communication system (eg. Paging system) shall be used to contact physicians/staff.
   4.1 PMR will wear identification with name and company identified at all times.
   5.1 Written information may be left with the Pharmacy Department.

2.0 Confidentiality:
   2.1 PMR will not breach confidentiality.
   2.2 All information about patients/caregivers/clients/staff or the Health Authority shall remain confidential and only to be used in the situation to provide a direct service to the person that the information belongs.
   2.3 Confidentiality about prescribing practices is to be maintained.

3.0 Release of Information:
   3.1 Physicians/Staff/Pharmacy Department will not release names and contact information of physicians and Hospital staff, unless given authorization by that person.
   3.2 Physicians/Staff/Pharmacy Department will not release information about representation on committees.
3.3 Physicians/ Staff/ Pharmacy Department not release information about medication usage unless authorized by Pharmacy Director.

4.0 Conflict of Interest:
   4.1 Hospital staff, pharmacy in particular will abide by specific conflict of interest policies when dealing with PMR.

5.0 Samples:
   See Policy PTN.04.002

REFERENCES