



Dear Esteemed Suppliers,

We are writing to express our appreciation for your continued partnership with **Optimised Care** and to inform you of a change to your access to our hospital.

Starting from **01 11 2025**, we will be enforcing the use MIA System to manage and verify **all** commercial suppliers (including but not limited to **MedTech and Pharmaceutical Representatives, Service Engineers and Clinical Trainers**) visiting our sites. Key reasons for this decision include:

1. Patient Safety

Patient safety is of paramount concern, and the use of a credentialing and appointment booking platform by our suppliers plays a crucial role in mitigating risks, ensuring compliance, and fostering a secure environment for patients receiving care in our hospital.

2. Quality Assurance

Demonstrating your commitment to excellence and safety by having your qualifications, training, and experience verified by a third party is integral to your continued partnership with us. The resolve to demonstrate transparency throughout our relationship will enhance your prospects for future endeavours.

3. Enhanced Prospects for Continued Financial Partnership

While our main goal is to monitor site visits, we also acknowledge the system's potential for fostering future financial partnerships. By using the system to identify noteworthy products, medicines, and devices in specific hospital areas, we aim to proactively engage with suppliers, exploring opportunities to expand use into other applicable areas. These collaborations are envisioned to be mutually beneficial, contributing to improved patient care while strengthening partnerships.

As of **01 11 2025**, we will impose a 'No Card, No Appointment, No Entry' policy for all suppliers. Every outside contractor entering any area of the hospital must:

- Hold a valid and in-date MIA Membership (details of which can be [found here](#)).
- Register visits through the MIA Appointment Booking System at least 48 hours in advance, unless called for urgent cases.
- Download the [MIA Smartphone App](#) and wear the physical MIA badge while on-site.

For queries about the MIA System, contact MIA directly at help@miaweb.co.uk or **01732 920 900**.

Your cooperation in implementing this pre-registration process is appreciated and contributes to a more efficient partnership. We value your commitment to our success and thank you for adapting to these changes.

Kind regards,

David Watt

Theatre Manager

Optimised Care