

University Hospitals Birmingham NHS Foundation Trust Protocol for Medical Device Suppliers / Company Representatives and Service Engineers

Introduction

This protocol covers all suppliers of goods and services of Medical Devices within University Hospitals Birmingham NHS Foundation Trust (UHB).

All types of appointments such as trialling, loaning of devices, contract review meetings, lectures, conferences are covered by this protocol.

In order to establish and maintain good working relationships with the Trust's suppliers, compliance with this protocol is mandatory and the following points must be adhered to:

Hospital Visits

- UHB use the Medical Industry Accredited (MIA) to ensure that industry representatives are properly qualified to enter clinical areas.
- Company Representatives can only approach clinical/other staff in the Trust to facilitate product/service/device training discussions by making an appointment at least 48hrs in advance of their visit.
- The cut off time for registering is 12pm 48 hours prior to their appointment. Only in exceptional circumstances will Company Representatives be allowed on site and this will only be agreed by Senior Management.
- All Organisations contracted with UHB to supply clinical support are able to book on the MIA website on the day of arrival. This is only to be done under exceptional circumstances where 48 hours' notice is not achievable and there is urgent need for support. On completion of the visit for clinical support no other activities are to be completed without approval by a Theatre Supervisor.
- If 48 hours' notice has not been given before the appointment, a Company Representatives must be able to show a confirmation email to a Theatre Supervisor, of their visit being requested on MIA, prior to their arrival.
- All Company Representatives must register all areas that they are visiting when registering their appointment on the MIA Website.
- Representatives must not enter wards and clinical areas without prior appointment and registration on the MIA web site. (<http://www.miaweb.co.uk>)
- All Company Representatives must report to the department manager/lead on arrival and provide their name and company.
- Trust Staff have the right to refuse to meet Company Representatives who do not have an appointment. Staff should exercise a degree of caution/confidentiality when dealing with companies. Any concerns should be reported to their Group Manager immediately. If staff are unsure of what information to disclose they are to refer the company to Procurement.
- Representatives must wear an official company identification badge at all times whilst on site, and show their MIA photo-ID card to the relevant area.

- While on Trust property, Representatives will conduct themselves in a professional and businesslike manner at all times, and be aware of the Health and Safety at Work Act and the Data Protection Act.
- Representatives **must** follow any additional instruction given by Trust staff when visiting specialist areas.
- Representatives **must** at no time approach patients or visitors to discuss products/services.
- Representatives **must not** leave any samples with any member of staff.
- Patient's dignity & confidentiality must be maintained at all times and Company Representatives must follow direction from UHB staff in this regard.
- Infection Control instructions must be adhered to at all times.
- Representatives visiting Trust sites may be stopped and asked to confirm their identity and purpose, as part of a regular audit of this protocol. Those not complying will be asked to leave.
- Failure to comply with all aspects of the protocol will result in access to our hospital sites being withdrawn.

Service/Maintenance Engineer Visits

Service Engineers are required to report to the Medical Engineering Department and register to work onsite. If approved, they will be issued with an "Authorised Contractor" badge and be informed of relevant Health & Safety information. Copies of all service reports must be left with the Medical Engineering Department on completion of work, listing any test equipment used and detailing any problems encountered & remedial work carried out.