SUBJECT: Health Care Industry **REFERENCE NUMBER:** M.14-HSM-8072-0301

Representative (HCIR) Relationships

APPROVALS: ORIGIN DATE: 10/2008

REVISION NUMBER: 1

REVISION DATE: 10/2011

MOST RECENT REVIEW DATE: 10/2011

PURPOSE:

To establish rules and processes for PNHS staff interactions with Health Care Industry Representatives (HCIRs). All HCIRs are expected to know, understand, and abide by all regulations described in this policy.

SEE BACKGROUND (ATTACHMENT A)

RESPONSIBILITY:

The Chief Compliance Officer at PNHS is responsible for monitoring and enforcing this policy.

CONTACT/CONTENT EXPERT:

Director, Supply Chain Management

DEFINITIONS:

<u>Staff</u>: Staff refers to any PNHS medical or professional staff member, employee, temporary employee, student or volunteer.

<u>Accountable Personnel</u>: Accountable Personnel refers to any Staff member who is a physician leader (service line chief, department chair, and site leader), vice-president, or designated director or supervisory personnel.

Health Care Industry Representative (HCIR): HCIR refers to any individual representing any vendor, manufacturer, distributor, contractor, service company or any other organization that sells or provides products or services to PNHS including its Staff and any agents acting on behalf of PNHS in purchasing or using products and providing services. HCIRs perform marketing activities, manage contract sales, generate other sales, provide quotes, demonstrate products, solve problems, advise clients on matters, or perform many other duties generally associated with their company. Examples of HCIRs may include, but are not limited to, marketing and sales roles, such as office product, technology hardware and software, business support services, pharmaceutical, medical supply or device sales.

<u>Patient Care Areas (PCA)</u>: PCAs are any and all sites in any PNHS-owned or operated facility in which patients and visitors may receive care, including but not limited to examination rooms,

emergency centers, Urgent Care Clinics, hospital floors, procedure rooms, and laboratory and imaging areas, or in any area in which patients and visitors may traverse, assemble, wait, visit, or otherwise occupy space for any purpose, including but not limited to waiting rooms, lounges, registration areas, business offices, with the exception of specific public areas, including cafeterias and entrance areas.

<u>Gifts</u>: Gifts are defined as items of any type or size (including pens and pads), payments, meals, drinks, books, all forms of entertainment, or any other materials of any value given voluntarily by a party to any PNHS Staff without payment in return of equal value.

PROCESS:

- A. All HCIRs conducting or negotiating business of any kind with PNHS and having access to any PNHS facilities where the HCIR web-based registration process has been implemented are required to register within 60 days following initial contact or visit to a PNHS facility and thereafter, annually through the approved PNHS HCIR web-based registration company (Reptrax –www.reptrax.com). (See Attachments B and C.)
 - 1. Individuals who are not registered may conduct business and have access to PNHS facilities only through specific, verifiable written or oral approval of the appropriate Accountable Personnel.
 - 2. Failure to comply with this requirement may lead to disciplinary action and penalties, including prohibition of conducting business with or allowing access to PNHS in the future.
- B. When visiting any PNHS facility for business purposes, HCIRs are required at all times to wear and display an identification (ID) badge when in PCAs. The badges will be the webbased registration ID badge issued by PNHS (in facilities where web-based registration is in place) and their company badge. Each badge must display photo identification, easily visible and readable name, position or title, and company.
- C. Access to PNHS Staff for business purposes.
 - 1. HCIRs may not visit any PNHS facility for any reason without specific verifiable written or oral invitation. Invitation is defined as a verifiable written or oral agreement or arrangement, defined mutually, for HCIRs to have personal or group setting access to any PNHS Staff.
 - a. Departments may provide standard work for accessing the department by HCIRs and those standards must be followed by HCIRs in accordance with the policies of PNHS.
 - b. Unauthorized visits or access to PNHS facilities by HCIRs may lead to disciplinary action, including prohibition of conducting business with or allowing access to PNHS in the future.
 - 2. When visiting any PNHS facility, HCIRs are prohibited from any PCAs without specific verifiable written or oral authorization by Accountable Personnel. Other Staff are not authorized to permit access by HCIRs to PCAs.
 - 3. HCIRs may not approach or talk to PNHS Staff in any PCA in PNHS facilities regarding any product, program, or business-related subject.

- 4. HCIRs may discuss product and other business-related subjects with PNHS Staff in private non-PCA areas only. HCIRs may dispense materials as allowed in PNHS policies in non-PCA areas by verifiable written or oral mutual agreement with that individual or as permitted by departmental standards.
- 5. HCIRs shall leave PNHS facilities promptly after conducting business. .

D. HCIR conduct in PNHS facilities, general

- 1. HCIRs are prohibited from engaging in product detailing, selling, marketing, promotion, or other product-related business in any PCAs in PNHS.
- 2. HCIRs may not display or leave any materials, literature, or products of any kind with or without company identifiers in any location in PNHS facilities.
- 3. HCIRs may distribute product, educational, and other literature or electronic materials (such as CDs) to PNHS Staff in PNHS facilities. Distribution of such materials may occur in specially-designated areas at PNHS-sponsored CME events and at scheduled appointments with Staff, subject to all requirements outlined in this policy.
- 4. HCIRs are prohibited from offering or providing any gifts (e.g. pens, pads and food) to PNHS Staff at any PNHS facility. PNHS Staff are prohibited from accepting any gifts offered or provided by HCIRs at any PNHS facility. PNHS requests that Staff use their best professional judgment regarding gifts or meals offered or provided by HCIRs when not at a PNHS facility.
- 5. Free food paid for and presented by HCIRs at any PNHS facility is prohibited.
- 6. PNHS internal communication resources, such as corporate group e-mails, voice-mails, or other distribution lists, shall not be provided to or used by HCIRs to contact PNHS Staff, but HCIRs can contact *individual* clinicians and Accountable Personnel in accordance with the policies of PNHS.
- 7. HCIRs shall not use any PNHS equipment, including but not limited to phones, computers, and office equipment such as copiers and printers, and materials such as stationery and office supplies, unless Accountable Personnel give verifiable permission and are physically present during such use.
- 8. HCIRs shall not use PNHS paging systems to locate any PNHS Staff.
- 9. HCIRs shall not use cell phones in any PCA at any PNHS facilities.
- 10. PNHS reserves the right to limit parking for HCIRs.
- 11. HCIRs are prohibited from access to and use of the Arneson Methodist Hospital Library or any other PNHS library facilities, unless specifically granted verifiable approval by Accountable Personnel and accompanied by such personnel.
- 12. HCIRs are prohibited from attending any and all PNHS medical or surgical meetings or conferences in which patient-specific material is presented or discussed without a specific verifiable invitation by Accountable Personnel also in attendance at that meeting.
- 13. Failure to comply with any policy or procedure listed above may lead to disciplinary action, including prohibition of conducting business with or allowing access to PNHS in the future.
- E. HCIR conduct in PNHS facilities when providing technical support in patient care areas, including Operating Rooms (OR) and procedure areas

- 1. HCIRs working in or have access to OR, patient procedural areas, and other patient care areas must have advance verifiable appointments for their attendance and work, arranged through the appropriate Accountable Personnel.
- 2. HCIRs shall only have limited locations and work space in any OR or procedural area as verified and defined by PNHS Accountable Personnel.
- 3. HCIRs must sign in and out for each visit to the OR or procedure area, using standard work established for visiting HCIRs.
- 4. HCIRs must observe strict privacy and confidentiality rules around patient identifiers of any kind in patient care areas. No written or electronic information, materials, objects, devices, labels, or other items with patient information on them or belonging to patients shall be removed from these settings.
- 5. HCIRs shall only touch, use, or operate products, materials, devices, and machines for which they are authorized and currently representing.
- 6. HCIRs are prohibited from touching patients or any instrumentation, devices, equipment, products, or materials (e.g. pacemakers, catheters, prostheses, surgical equipment or devices) in any way connected to a patient except those patients using materials for which the HCIR is responsible.
- 7. Authorized HCIRs may calibrate a pacemaker, implantable cardiovertor defibrillator, and other devices for which they are specifically contracted to do so. Authorized HCIRs with special training and meeting industry requirements may perform remote calibration, if authorized by PNHS Accountable Personnel.
- F. It is the responsibility of all PNHS Staff to report all incidents of non-compliance to this policy to the Chief Compliance Officer (952-993-1175) or the Compliance Hotline (952-993-2320), or to an Accountable Personnel, immediate supervisor or manager. If a situation requires immediate or emergent attention, contact the Security Department (952-993-5101).

RELATED DOCUMENTS

Gifts, Gratuities and Entertainment (A.68-HSM-8201-0899)
Conflicts of Interest (A.77-HSM-8201-0804)
Product Review (M.15-HSM-8072-0301)
Loaner Instrumentation and Implants Receiving and Retrieval JJ.15-MH-7030-0209

COMMITTEE APPROVAL

Corporate Compliance Committee Governance Committee

NOTE:

This policy replaces Vendor Relationships and Purchasing Guidelines M.14-HSM-8072-0301

Attachment A Background

PNHS must maintain the strongest possible trust between its patients and its Staff (clinicians and all employees – see definition below) and PNHS as an organization. That trust is founded on the principle that patients know that their interests and well being are at the core of the efforts of the Staff on their behalf – and that those efforts are not distracted or distorted by other interests.

Attention has been directed in the popular and scientific media to potential and real conflicts of interest that physicians and health care staff have in today's world. There are numerous examples of efforts by the health care industry (HCI) to affect the judgment and actions of Staff by enticements such as gifts, meals, and favors. These conflicts of interest between Staff and HCI threaten the trust relationship that patients have with their care providers and PNHS as an organization.

The Clinical Board of Governors (CBOG) in conjunction with Compliance commissioned a Task Force in the summer of 2007 to revise policies to guide the Staff of PNHS in their relationships with HCI. The policies were approved by the Compliance Committee and the Governance Committee. The Chief Compliance Officer in conjunction with the Compliance Committee and the Governance Committee will enforce the policies.

The Task Force:

- (a) acknowledged that conflicts of interest are common and probably inevitable,
- (b) declared that the revised policies provide further governance to assure that conflicts are disclosed, avoided, and resolved when possible, and to minimize the effect of conflicts of interest that exist or occur, and
- (c) stipulated that the overarching principle of all policies were to assure that the interests of our patients supersede all other interests.

In its work, the Task Force concluded that there were several areas in which statements of value and intent were more appropriate than specific policies. We believe that Staff should engage in behaviors and activities outside PNHS in ways that avoid or minimize conflicts of interest. In particular, we expect our Staff to use their best professional judgment – which may be reflected in and informed by the policies – when considering accepting gifts or free meals as part of their relationship with HCI.

Included in this policy are rules and requirements for registration of all HCIRs prior to conducting business with and providing services to PNHS, identification of individuals when they are in PNHS facilities, access to clinicians, administrative personnel, and staff, conduct while at PNHS, and work allowances and prohibitions.

All HCIRs are expected to know, understand, and abide by all regulations described in this policy.

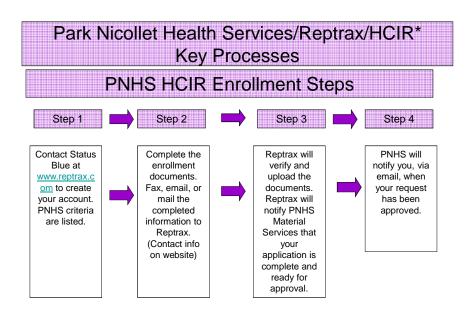
Attachment B

PNHS HCIR Requirements

Registration Requirements	Clinical Health Care Industry Representatives	Non Clinical Health Care Industry Representatives	Source	Update frequency
Digital photograph	Required	Required	Digital camera, etc.	Once
Criminal Background Check	Required	Required	Employer letter or form	Annually
PNHS Signed Confidentiality Statement	Required	Required	Park Nicollet Health Services through Reptrax	Annually
Proof of Liability Insurance	Required	Required	Employer letter or form	Annually ¹
Product Training completion certification	Required	Required	Employer letter or Training Facility Certificate	Annually
OR Protocol Training Competency	Required		Employer letter or form (2)	Annually ¹
OSHA Blood & Body Fluids (BBF) Training	Required		Employer letter or Training Facility Certificate (2)	per schedule
Baseline Tuberculin Skin Test	Required		Clinic documentation	per schedule
Hepatitis B Vaccination (1)	Required		Clinic documentation	per schedule
Influenza (1)	Required		Clinic documentation	per schedule
Varicella (Chickenpox)	Required		Clinic documentation	per schedule
Rubella (German measles)	Recommended		Clinic documentation	per schedule
Rubeola (Red measles)	Recommended		Clinic documentation	per schedule
Infectious Parotitis (Mumps)	Recommended		Clinic documentation	per schedule
PNHS Health Care Industry Representative Policy	Required	Required	Review & sign off	Annually ²
PNHS Product Review Policy	Required	Required	Review & sign off	Annually ²
Loaner Instrumentation and Implants Receiving and Retrieval	Required for OR reps only		Review & sign off	Annually ²
PNHS Corporate Compliance Code of Conduct PNHS Compliance Resource Manual PNHS Education for Agents and Contractors Concerning False Claims Liability, Anti-Retaliation Protections, and Detecting and Responding to Fraud, Waste and Abuse http://www.parknicollet.com/Legal/Ethics-compliance [click on "Compliance" link]	Required	Required	Review & sign off	Annually ²
Harassment and Offensive Behavior Policy	Required	Required	Review & sign off	Annually
 (1) Categorical documentation (completed, denied, in process - include projected completion date) (2) Available on line – search on Medical Education (example = www.Healthstream.com) 		Annually ¹ Annually ²	with renewal of registration with renewal of registration with renewal of registration or as updated	

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Attachment C – HCIR Process Information



^{*}Health Care Industry Representative

HCIR Check In at PNHS Facilities Once you Other visit have info: received Step 1 Step 2 Step 3 Step 4 Check in at approval each visit. Each time Be ready to A photo ID At the notification badge will · Access is you visit provide the conclusion from be printed PNHS. only following of your PNHS... displaying check in at informationauthorized visit. your one of the Your name, return to a for the appointment area/person **HCIR** your check in information. check in company's Please wear location to displayed on the badge your badge. locations name, who check out. for the you are · Currently, duration of visiting, and the process your visit. the time of Visit only the is only in your areas place at appointment. identified on Methodist the badge. Hospital.

Attachment D - Frequently Asked Questions Regarding Reptrax

Q #1: What is Reptrax?

A: Reptrax is the name of the program that we have implemented to help us ensure that our Health Care Industry Representatives (HCIRs) meet our standards for environmental health, privacy, safety, and quality. Reptrax is the outside organization that handles the registration and review process for our HCIRs and also supplies the software program and temporary badges that our HCIRs will use.

Q #2: Why are we implementing this?

A: In order to maintain the highest trust with our patients and to minimize the effect of conflicts of interest, we have established rules and requirements for registration of all HCIRs prior to conducting business with and providing services to PNHS, identification of individuals when they are in PNHS facilities, access to clinicians, administrative personnel, and staff, conduct while at PNHS, and work allowances and prohibitions.

Q #3: Where is Reptrax being implemented at PNHS?

A: At this time, the Park Nicollet Methodist Hospital campus is the only facility where Reptrax will be implemented. You can expect other sites to be added to the process in the future.

Q #4: What is an HCIR?

A: Simply put, a Health Care Industry Representative is a vendor. The official definition is:

HCIR refers to any individual representing any vendor, manufacturer, distributor, contractor, service company or any other organization that sells or provides products or services to PNHS including its Staff and any agents acting on behalf of PNHS in purchasing or using products and providing services. HCIRs perform marketing activities, manage contract sales, generate other sales, provide quotes, demonstrate products, solve problems, advise clients on matters, or perform many other duties generally associated with their company. Examples of HCIRs may include, but are not limited to, marketing and sales roles, such as office product, technology hardware and software, business support services, pharmaceutical, medical supply or device sales.

Q #5: What does this new process require our HCIRs to do?

A: All HCIRs must complete registration with Reptrax, receive approval from PNHS, have an appointment, sign in and receive a badge in order to access the PNHS facilities where Reptrax has been implemented. The badges will be printed on site at the designated HCIR check in locations.

Q #6: What do the badges look like?

A: The badge:

- Has the HCIR's picture, name of company, name of HCIR and date
- Is good for 12 hours after 12 hours, the word "STOP" bleeds through
- Has a place for an appointment time and with whom

Q #7: What if I see an HCIR in my area without a badge?

Ask them to stop at an HCIR check in site for a badge. If they have not yet registered with Reptrax, someone in the check in site will be able to provide them with information on how to get registered.

Q #8: What if I see an HCIR in my area with a badge showing "STOP" on it.

A: This means the badge has expired. The badges are designed to expire in 12 hours. "STOP" bleeds through 12 hours after the badge has been issued. If you see an HCIR with an expired badge, ask them to stop back at the HCIR check in site for a new badge.

Q #9: At Park Nicollet Methodist Hospital, where are the HCIR check in sites?

A: There are four locations:

- Safety and Security Office, 1st floor between Methodist and Meadowbrook
- Cath Lab, HVC, 2nd floor
- Methodist Pharmacy
- Operating Room, Methodist 2nd floor

Q #10: Where can I access training materials and more information regarding this process?

A: Check the Material Services web site for more information.

Q #11: I have a new HCIR. How do I get them started with this process?

A: Refer them to www.reptrax.com

Q #12: Where can I direct HCIR questions about this process?

A: Compliance@parknicollet.com or to the Director, Supply Chain Management, PNHS

Q #13: Who should be notified if HCIR's do not comply with the Reptrax check-in process?

A: You may report compliance issues to <u>compliance@parknicollet.com</u> or via the Compliance Hotline 952-993-2320.

Q #14: How many times will an HCIR be allowed into our facility without completing the Reptrax registration requirements?

A: PN check-in locations may issue a one-time temporary pass to HCIR's if registration requirements have not been completed. Thereafter, access to Methodist Hospital will be denied until the registration process is completed.

- Q #15: Will Reptrax registration information be made available to new representatives visiting Methodist Hospital for the first time?
- **A:** Registration information will be available for dissemination to new HCIR's at each check-in location.
- Q #16: Will the Reptrax system provide access reports for PN managers and other interested individuals?
- **A:** Yes, reports can be generated detailing the access activities of HCIR's.
- Q#17: If a vendor is already registered with Reptrax for another health care system, are they automatically registered for Park Nicollet facilities?
- A: Their process will be streamlined (they will be able to skip some steps for requirements that have already been submitted that apply to PNHS) but any requirements unique to PNHS will have to be satisfied before they complete registration for PNHS facilities.
- Q# 18: Why do non-clinical HCIRs (vendors) need to register with Reptrax? They often don't have any patient contact.
- A: The Reptrax process provides a streamlined way for us to track access by all HCIRs and to make sure they are adequately identified with name badges and have checked in when visiting our facilities. Through the services they provide to PNHS, non-clinical HCIRs still can impact and affect the level of care provided to patients. Although many non-clinical HCIRs will not directly access patient care areas at PNHS facilities, it still is very important for them to have knowledge of and comply with the critical organizational policies that guide and govern supply chain activities for HCIRs.
- Q# 19: Do all repair personnel (gas, electric, plumbing) and contractor personnel (construction workers, painters) need to register with Reptrax? What about the office product personnel who assemble office furniture in our facilities?
- A: These types of personnel do not need to register with Reptrax. The type of work and services they provide, although critical to PNHS as a whole, do not pertain to sales of supplies or services that are used to support daily operations and patient care levels. Their services focus primarily on maintenance of our physical facilities.
- Q# 20: Do medical equipment repair personnel have to register with Reptrax?
- A: Yes, they fall under the definition of HCIR in the policy and are subject to the criteria PNHS requires of HCIRs. (See attachment B.)
- Q# 21: If an HCIR is regularly at the Methodist Campus as part of a clinical team (for example, a clinical consultant who assists in the orthopedic or cardiovascular areas on a daily basis) do they have to check in and pick up a temporary badge every time they come to Methodist?
- **A:** We want to make sure that non-PNHS personnel such as this who work with patients are properly identified, and we want to be able to monitor the frequency of their

visits, so we expect them to check in each time. (See Attachment B.) They are subject to the same HCIR requirements as any other HCIR.

- Q# 22 Some HCIRs, such as waste disposal or paper shredding vendors, or carpet delivery vendors are in and out multiple time in a week, and may not consistently send the same person to do the job. Are they required to register with Reptrax, and do they have to check in each time they visit the PNHS Methodist campus and pick up a badge?
- A: It is important for us to know who is on our campus. We ask that such HCIRs wear name badges issued by their company so they are easily identifiable. If their company has contracted with PNHS they may not be subject to the requirement that each individual register with Reptrax because we have covered the requirements contractually. We have notified these HCIRs of the requirement regarding wearing their company badges and whether or not the Reptrax process applies. Check with the Director, Supply Chain Management, PNHS if you have a question about a specific vendor.
- Q #23: Do office machine/computer repair personnel (such as the copy machine repair person or computer installation person) have to register with Reptrax, check in and pick up a temporary badge every time they visit the PNHS Methodist Campus?
- A: It is important for us to know who is on our campus. We ask that such HCIRs wear name badges issued by their company so they are easily identifiable. If their company has contracted with PNHS they may not be subject to the requirement that each individual register with Reptrax because we have covered the requirements contractually. We have notified these HCIRs of the requirement regarding wearing their company badges and whether or not the Reptrax process applies. Check with the Director, Supply Chain Management, PNHS if you have a question about a specific vendor.
- Q #24: Sometimes medical professionals from nursing homes or similar facilities come to PNHS to evaluate patients who may transfer to their facility. Are they required to register with Reptrax?
- A: These medical professionals should make an appointment with Care Integration. If this is not happening, contact the Director, Care Integration, Social Services for assistance. They are not subject to Reptrax registration, but should wear a name badge from their company.
- Q: #25 Are non-clinical consultants (who may occasionally work or spend time in patient care areas) subject to Reptrax, and do they need to check in and get a name badge each time they visit PNHS Methodist? (Examples: process improvement consultants or information technology consultants.)
- A: This should be decided on a case by case basis. Often consultants such as this are covered under a contractual agreement with would take care of many of the HCIR requirements that Reptrax manages for us. They should wear some form of company

identification, however. If the decision is made to issue them a PNHS badge, there would be no reason for them to check in at the PNHS Methodist campus every time. Check with the Director, Supply Chain Management, PNHS if you have a question about a specific consultant or consulting firm.

- Q: #26: What are the requirements for service league personnel, such as the people who sell merchandise in our lobby areas under the auspices of the auxiliary?
- **A:** We would not expect that these personnel register with Reptrax. However, we ask that they stop by the Information desk for a "Visitor" badge.
- Q: #27 Do trainees of HCIR companies need to register with Reptrax and follow the check in process if they are accompanied by an HCIR who is registered with Reptrax?
- **A:** Yes, trainees are required to register and badge when visiting the Methodist Hospital Campus.
- Q: #28 How do I order more badges or printer supplies? How can I get more Reptrax brochures?
- A: Contact Joe Hetzel, Director, Supply Chain Management
- Q: #29 What do I do if the printer used to print Reptrax badges breaks down?
- **A:** Use your back up printer if you have one. Call Joe Hetzel, Director, Supply Chain Management or Kelli Carsen, Manager, Purchasing Operations for assistance.
- Q: #30 How do I order more Reptrax badges and printer supplies?
- A: Contact Joe Hetzel, Director, Supply Chain Management or Kelli Carsen, Manager, Purchasing Operations for assistance.
- Q: #31 What happens if I can't connect to the Reptrax website and I need to register an HCIR?
- **A:** Use a manual process to track HCIRs.
 - O Use a Reptrax badge (Staple the HCIRs business card to the badge, and handwrite in the time and location of the appointment)
 - Keep a log of HCIRs visits, including date, time of appointment and who the appointment is with. You can enter this information into the Reptrax systems when it is up and running again.
- Q: #32 How do I contact Reptrax if I have questions about the website, including how to navigate it, or difficulty logging in, or need emergency printer help?
- A: Call 1-866-383-2583 or send a note to info@reptrax.com.

O: #33 What is the purpose of the comments field? What sort of information should I input there?

- A: Remember that anything in the comments field will be printed on the badge. This is where you input the following standard information:
 - o Time of appointment
 - Who the appointment is with
 - o Name of the department that the HCIR is visiting

When is it appropriate to "flag" an HCIR in the Reptrax system? Q: #34

Flags are used to denote concerns such as when an HCIR isn't following PNHS **A**: policy with respect to behavior or actions. Actually placing a flag is the responsibility of the system administrator. If you have concerns about an HCIR, contact Joe Hetzel, Director, Supply Chain Management, or Kelli Carsen, Manager, Purchasing, and they will determine if a flag is appropriate.

Q: #35 How is the "note" function in Reptrax used?

This is a useful way to add information about an HCIR, including positive or negative A: feedback. Notes are viewable internally, and reports can be generated. Be brief and professional in your notes, stating only the facts.

Examples of notes are:

- o First time visit [DATE]. HCIR had appointment with [X]. Notified HCIR of Reptrax registration requirement provided temporary Reptrax badge and advised them to complete registration.
- o This is the second time that this HCIR has arrived without an appointment [DATE]. Reminded them of PNHS policy.
- o HCIR isn't wearing his company badge. Advised him of PNHS policy requiring company badges for HCIRs.
- HCIR came in after hours to assist with emergency procedure.

O: #36 An HCIR has arrived with treats or giveaway items such as pens and notepads for the department. What do I do?

Advise the HCIR of our Gifts, Gratuities and Entertainment policy and tell them that **A**: the items cannot be accepted.

An HCIR has arrived at my check in area, but his/her appointment is with O: #37 another area. What should I do?

A: If they are visiting HVC, Pharmacy or Surgery/OR, remind them that each of these areas has a check in location and ask them to check in there. If they are not visiting one of those areas, follow the Reptrax check in process. Safety and Security has a check in area that can be used for back up or for afterhours check in if the HVC, Pharmacy and Surgery/OR check in personnel are not available, or if the HCIR is visiting another department at the Methodist campus.

Q: #38 An HCIR has arrived at one of the check in locations. (HVC, Pharmacy, Surgery/OR or Safety and Security) What do I do?

- **A:** 1. Ask if they are registered with Reptrax
 - 2. Ask if they have an appointment, and with whom
 - 3. Ask for their business card
 - If they are registered with Reptrax, follow the Reptrax check in process
 - If they are not registered with Reptrax, inform them that to get access, they need to register with Reptrax, and give them a copy of the Reptrax brochure. [LINK] If they have an appointment, you can create a temporary badge for this visit only.
 - If they do not have an appointment, inform them that our HCIR policy requires that they have an appointment in order to access any staff at this location. Kindly send them on their way. If they have concerns, have them contact Joe Hetzel, Director, Supply Chain Management, 3-2084, or Kelli Carsen, Manager, Purchasing, 3-6042.