

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

SECTION: **DEPARTMENT OF PHARMACY**

SUBJECT: **RULES AND POLICIES APPLICABLE TO  
ACTIVITIES OF PHARMACEUTICAL REPRESENTATIVES**

CODE: 1.12.8  
DATE: 1/5/83  
REVISED: 8/8/2018, 4/19/22  
APPROVED: Tinh Tran, Pharm.D.  
MEC APPROVED: 4/27/11  
PAGES: 1 of 3

POLICY

All pharmaceutical sales representatives (PSRs), which include all vendor personnel or their agents are subject to Rules and Regulations upon visiting or contacting Rancho Los Amigos National Rehabilitation Center. These Rules and Regulations apply to all contacts, including functions, such as continuing education, regardless of whether the person contacted is a physician, nurse practitioner, pharmacist, physician's assistant or other healthcare provider. All pharmaceutical sales representative privileges will be reviewed as indicated by Rancho's Pharmacy and Therapeutics Committee. Policy issues concerning such privileges may be re-reviewed or clarified by the DHS Pharmacy and Therapeutics Committee on an as needed basis. (see DHS P&P 822.001 Vendor Representative Access Policy)

PROCEDURES

- A. Rules and Regulations - District Managers (DM), company supervisors or the equivalent are responsible to ensure that each PSR complies with the rules and regulations as described.
- B. Sanctions/Non-Compliance - Failure to observe all provisions of these Rules and Regulations may result in a letter of complaint, immediate temporary or permanent suspension of the PSR, revocation of Department of Health Services (DHS) visit privileges for the individual and/or the vendor, or cancellation of all or existing/future contractual agreements. Revocation of privileges in one DHS facility may be applied to other DHS facilities. Revocation of privileges for one vendor may result in similar sanctions for vendors sharing ownership or involvement in joint ventures.
- C. Registration - prior to the initial visit (even for one time visits) all PSRs must register in person at the Inpatient Pharmacy 7:30 A.M. - 4:30 P.M., Monday through Friday. Upon registration each pharmaceutical representative must provide the following:
  - 1. Current address and both a business and after-hours telephone number
  - 2. Name, business address and telephone number of immediate supervisor of DM
  - 3. Written acknowledgment of and promise to comply with these regulations and standards
  - 4. The Pharmacy Department will maintain an alphabetical file of pharmaceutical companies and their representatives.

Reviewed: 4/28/14 bj, 4/19/22 TT

Approved By: 

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D. Activity Standards

1. Checking in

- i. PSR must first sign-in at the Security Desk. Security will then direct them to the Inpatient Pharmacy.
- ii. The PSR will check in at the Inpatient pharmacy and must provide the following information:
  1. The names of all physicians, other individuals, or group meetings with whom the PSR has appointments.
  2. The nature of the visit
  3. The name of the product(s) which will be promoted
- iii. The PSR will be given a special badge at the time of check in and must be returned when leaving Rancho.
- iv. PSRs must wear the special badges and his/her company identification badge at all times while at Rancho
- v. The vendor must sign-out before leaving the premises. Failure to sign-out and return the special badge may be grounds for disciplinary action as detailed in the sanctions/non-compliance section.

E. Areas Prohibited - PSRs are prohibited from entering physician, nurse practitioner, pharmacist, or other provider offices, without an appointment. Mail rooms, copier rooms, libraries, employee or physician lounges, patient care areas, nursing units, corridors, and waiting rooms at Rancho are off-limits to PSRs at all times. Authorization to be present in an area is granted 15 minutes prior to and after the scheduled appointment time.

F. Appointments - PSRs may visit a physician, nurse practitioner, physician assistant, pharmacist or other care provider with an appointment. This means the provider has reserved a specific date and time to see the PSR. A request for literature or material should not be considered a reason to drop in without a scheduled appointment. Physicians or other providers may contact PSRs by obtaining the telephone number from the Pharmacy

- a. Educational or Promotional Information - Detailing or promotion of any non-DHS Core Formulary drug is prohibited unless the healthcare provider specifically requests the information. No detailing in any group setting shall occur of new products prior to evaluation by the DHS P & T Chairs Committee. Moreover, detailing which opposes DHS guidelines or restrictions are strictly prohibited. Detailing is defined as the transfer of medical or general information about product(s) by the PSR or agent speaking in behalf of or funded by the PSR to physicians or other healthcare personnel in an institution-sponsored

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education activity; including the citing of journal studies, side-effects, and superiority over competitors products, or general product information for the purpose of promoting sales.

- b. The posting of direct-to-consumer or any other material bearing the name of a specific pharmaceutical product and/or manufacturer name of any kind at Rancho is strictly prohibited.

G. Drug Samples - see 1.12.5

H. Conflict of Interest Policy - Gifts, hospitality or subsidies offered to physicians by the pharmaceutical industry ought not to be accepted if acceptance might influence or appear to others to influence the objectivity of clinical judgment. For all continuing education programs to be free of conflict of interest, the paid lecturer must be able to make an unbiased presentation about subject material. Conflict of interest may exist if the speaker receives separate support as a consultant, investigator, or shareholder from the company underwriting the program. All sources of support should be stated explicitly. Conflict of interest may be an investment in a supplier since ownership may influence prescribing/recommendations. Such potential conflicts should be reported to the Pharmacy