



# Guidelines for Visitors who Conduct Business at TCH

## CONTACT LIST FOR CHECK-IN DEPARTMENTS

Administration  
Tel: 720.777.1234

Environment of Care  
Tel: 720.777.2793

Health Information  
Management (HIM):  
Release of Information  
Tel: 720.777.6347

HIM: Main Dept  
Tel: 720.777.6343

Materials Management  
Tel: 720.777.6350

Pharmacy  
Tel: 720.777.6705

Research Institute  
Tel: 720.777.6310

Clinical Trials Organization  
Tel: 720.777.8430

Network of Care: for locations  
and phone numbers:  
[www.thechildrenshospital.org](http://www.thechildrenshospital.org)

TCH conducts business with visiting Reps in accordance with the PhRMA Code on Interactions with Healthcare Professionals regardless of industry. Access the PhRMA Code at <http://www.phrma.org/files/PhRMA%20Code.pdf>

## GENERAL INFORMATION FOR

- **EXTERNAL REVIEWERS (AUDITORS, CASE MANAGEMENT REVIEWERS, SURVEYORS),**
- **SALES REPRESENTATIVES (DRUG REPS, OTHER VENDORS),**
- **CLINICAL RESEARCH ASSOCIATES**

As a guest of the hospital, it is your responsibility to become familiar with and follow our procedures for interacting with our staff and our rules of conduct.

- Upon arrival to The Children's Hospital (TCH), all guests must register/check-in and receive a visitor ID badge at a public point of entry. This must be worn and be visible at all times while on the TCH premises.
- If you are a frequent visitor to TCH, a long term badge may be issued at the approval of the associated department's director.
- Upon arrival to a Network of Care site, you must register/check-in with the front desk receptionist.
- At check-in, reps, vendors, auditors, clinical research associates and surveyors will provide the following: your name, work address, work telephone/fax numbers, purpose of visit, and the address, telephone/fax number of the company's main office.

## GUIDELINES FOR EXTERNAL REVIEWERS AND CLINICAL RESEARCH ASSOCIATES

- At departmental check-in, you will be asked to sign a visit log and a HIPAA privacy statement
- Surveyors (e.g.: Joint Commission, CDPHE, FDA) will be escorted to Administration.
- Auditors must request charts at least 48 hours in advance for post-discharge reviews. Please fax Chart Request Form to 720.777.7251.
- Auditors conducting a medical record review, after check-in may go directly to the HIM – Release of Information office on the first floor of the Administrative Pavilion.
- Auditors/Surveyors/Clinical Research Associates will provide documentation of the medical records to be reviewed.
- Auditors and Clinical Research Associates must comply with all contract requirements regarding access to and release of medical information. Requests for copies of medical records will be managed consistent with hospital policy regarding release of information.
- All paper portions of current inpatient medical records must be reviewed on the unit or in the Administrative Pavilion in the department of the Research Institute or Clinical Trials Organization.
  - The Case Manager is the gatekeeper of the paper medical record for current inpatients. The Unit Charge Nurse will fill this role when the Case Manager is not available.
  - If the record is not available, auditors may inquire when it will be available or ask the Case Manager to determine a more convenient time.
- Non-governmental auditors may not contact the patient, family or clinical staff directly while hospitalized, unless requested by the patient, family, or case manager to clarify information regarding insurance or benefits.
- Non-governmental auditors and Clinical Research Associates are not permitted in patient rooms or in any treatment areas.
- Non-governmental auditors and Clinical Research Associates are not permitted in TCH before 8:00a nor after 4:30p, unless prior arrangements have been made with the Principal Investigator and Research Staff, Health Information Department and TCH Case Manager.
- Clinical Research Associates must either have an appointment with the study PI or must check in with the Research Institute or Clinical Trials Organization.

## GUIDELINES FOR DRUG REPRESENTATIVES/SALES VENDORS

- Drop in visits are not permitted. You must call or email the person you wish to visit ahead of time to schedule an appointment. This includes medical staff members, medical interns and resident staff, department heads and designees.
- Reps are not permitted on the nursing units or any other patient treatment areas, including all exam rooms and laboratories, without a hospital representative escort.
- Samples of drugs and devices are not permitted in any area of TCH.

### **TCH Mission**

To improve the health of children through the provision of high-quality coordinated programs of patient care, education, research and advocacy.

### **TCH Vision**

The Children's Hospital will be the leader in providing the best healthcare outcomes for children. We will be the driving force, in partnership with others, in providing children and their families with and integrated pediatric healthcare delivery system. We will be a national leader in pediatric research and education.

### **TCH Values**

Quality patient care  
Teamwork  
Employee Excellence  
Innovation

The Deficit Reduction Act of 2005 requires that vendors and contractors be informed about our organization's fraud and abuse policies. These are contractual obligations of vendors and suppliers and can be viewed on TCH's website in our Code of Conduct.

Please contact the Compliance Program for applicable policies or if you have any questions about these guidelines, at 720.777.2566.

## **INTRODUCING NEW PRODUCTS TO TCH**

### Pharmaceuticals:

- Requests for the addition of new items must be made by a physician on the staff of TCH.
- New drug products must be approved by the Pharmacy and Therapeutics Committee (P&T) before inclusion in the formulary.
- Full product information may be requested, such as bio-availability and specific advantages of the new product over existing products on the market.

### Medical-surgical products and equipment:

- New products and/or medical devices must be approved by the Product Evaluation Committee (PEC) and/or BioMed before being brought into the hospital for trial use or general use.
- New products and/or medical devices can be introduced or products/devices already in use can be brought before the committee for review by any committee member.
- New products, product changes, and/or complaints about products/equipment can be made directly to the chairperson of the PEC or through a member of the committee by anyone on the hospital staff.
- Full product information will be requested from reps, such as availability, ability to be stored, disposable-reusable identification, in-service support availability, durability, other hospital user experiences, environmental impact, and price.

## **MEALS**

Food may not be brought in to TCH Staff. This includes breakfast or lunch meetings with Medical Staff and House Staff to discuss products or educational sessions. Exceptions may be made for approved conferences for Continuing Medical Education according to TCH policy.

## **NATIONAL GROUP PURCHASING AFFILIATION**

TCH, through Premier Purchasing Partners, contracts for pharmaceutical products, medical surgical products, hospital biotechnology equipment, and other healthcare services. TCH supports the Premier contracts and is committed to them once signed. TCH will not provide copies of contracts, usage, or prices of any items to any vendor. This information may be obtained from the company's national group bid representative.

## **PROMOTIONAL PRODUCTS**

Promotional products such as bubble pens, lotions, soaps or gels, toys or games, are NOT appropriate for patient or hospital use. TCH staff are responsible for going through proper channels at TCH before using any new product.

## **SECURITY/CONFIDENTIALITY**

All visitors may be exposed to sensitive, privileged, confidential or protected health information belonging to patients, staff, or TCH. Inappropriately using or disclosing this information is prohibited.

## **VIOLATION OF GUIDELINES**

### **BY SALES REPS/VENDORS**

- Violation of any of these guidelines may cause the loss of visitation rights and could jeopardize the hospital's contracts through group purchasing affiliation.
- Reps interacting with staff without authorization will be escorted from the hospital immediately and may be eliminated from future transactions and suspended from any future hospital visitations. Security may be called on to escort sales reps out if necessary.
- Should Reps bring any drug, product, or piece of equipment into TCH for use without review and approval of either the P&T or the PEC and which results in an incident with a patient or hospital employee, as applicable, the Food and Drug Administration (FDA), local health department, and/or Occupational Safety and Health Association (OSHA) will be notified.

### **BY EXTERNAL AUDITORS/REVIEWERS, OR SURVEYORS**

- Violation of any of these guidelines may cause the loss of visitation rights and could jeopardize the hospital's contracts with associated payors.
- Auditors and Clinical Research Associates interacting with TCH staff without authorization:
  - may be prevented from future transactions
  - may be suspended from any future hospital visitations.
  - may be escorted out of the hospital by Security, if necessary.

**IN ALL CASES, THE COMPANY'S HOME OFFICE WILL BE NOTIFIED AND APPROPRIATE ACTION WILL BE TAKEN.**

