

Supplier/Sales Representative Registration Criteria July 2012

Individuals who are required to register in Reprax and sign in once arriving on a campus:

**HCIR – Health Care Industry Representative*

Level III – Clinical Support and Sales *HCIRs – (*Access to patient care environment including sterile or restricted area.*) These individuals serve primarily in a clinical support or product sales/service role while attending or observing patient procedures. They often provide technical information and serve as a resource for the medical professional, by responding to questions regarding the appropriate operation of their medical equipment; a small percentage of these HCIRs contract with hospitals to calibrate implantable devices/pumps. (See Reprax for detailed requirements)

These Representatives may not: scrub in on a procedure; “lay hands on” a patient; or operate, control, or touch any equipment being used on a patient, except that, at the request of the attending physician and for the sole purpose of ensuring patient safety, they may troubleshoot, offer technical assistance, calibrate or program equipment, and provide other technical support needed to ensure that their respective equipment functions safely.

Level II - Tech Support and Sales HCIRs – (*Access to patient care environments excluding sterile or restricted areas*) These individuals serve primarily in a technical support role or product and service sales role. They may provide technical assistance, may occasionally assist with operation of equipment and be in a patient care environment that is not defined as a restricted or sterile procedure area. Their role requires them to often work in patient care areas where other visitors may be present and/or provide assistance to or consult with patient care staff. (See Reprax for detailed requirements)

This also includes vendor and supplier sales representatives that interact with care providers for the purpose of sales, education and technical support. Examples may include: DME providers, medical device sales and pharmacy reps, representatives calling on departments such as laboratory and radiology, as well as diagnostic representatives.

The following Individuals are not required to register or sign into Reprax, however **MUST** wear their company ID:

Level I - HCIR Guests – These individuals do not have access to clinical areas, do not provide technical assistance, do not operate equipment, do not enter patient care areas and do not provide assistance or consult with patient care staff or clinicians.

This may include company representatives that visit the HCO less than three times per year, are accompanied by a credentialed HCIR and are NOT entering a patient care area. Examples may include morticians, delivery vendors, construction labor, non-clinical contract vendor, vendor’s management or implementation specialists etc.

Requirements: In general, these individuals are not required to provide any credentials or documentation, however are required to wear a name tag identifying their company and personal name. If an HCIR Guest is a frequent visitor to Mayo Clinic and is NOT a Contracted HCIR or a Referral HCIR (see below), they should be elevated to a Level II.

Contracted Labor, Clinical and Collaborative Partners – Described as contract employees/suppliers that provide direct patient care and/or services on behalf of an organization when a contractual relationship exists between Mayo and the supplier/service provider, they perform specific duties or tasks (e.g., consulting, training, project work, service and maintenance, etc.) on a routine and regular basis in patient care areas.

Examples of these non-sales representatives, who are required to wear their company ID, include construction workers, couriers and delivery personnel, field engineers, interpreters, auditors, or study monitors under an IRB. Other individuals, such as contracted employees, wear long-term Mayo Contractor badges. With all contracted suppliers, credentialing required should be addressed within the terms of the supplier's contract with Mayo Clinic.

Requirements: In general, credentialing for these individuals, as with all contracted vendors, should be addressed within the contracting and human resource processes. Credentialing required should be addressed within the terms of the supplier's contract with Mayo Clinic. Requirements for employment with the employer are very similar if not identical to that of a Mayo Clinic employee.

Care Continuum Representatives - Defined as individuals who primarily serve in a clinical support role and are employed by a licensed care provider, these individuals most often receive Mayo patients or will coordinate care for patients upon discharge from the hospital or Clinic. Their role may require them to work in patient care areas, and/or provide assistance to or consult with patient care staff. Examples include: assisted living, hospice rehabilitation facilities staff, home care representatives, long term care staff, etc. These Representatives must be employed by healthcare organizations that would require immunizations and mandatory in-services.

Examples of these Representatives who are required to wear their company ID include clinical liaisons, morticians, technical implementation specialists, insurance or medical assessment personnel, individuals representing governmental or regulatory agencies, study monitors under an IRB; clinical service agencies such as home health and/or hospice agency employees.

Requirements: In general, these individuals are required to meet individual credentialing requirements within their organizations. This information must be made available to Mayo Clinic upon request and provided by the employer. At a minimum these HCIRs are required to wear a name tag identifying their company and personal name