

Frequently Asked Questions – Medical Service Representatives (MSR)

1. How do I get started?

Prior to contacting or meeting with University of Utah Health providers, MSRs are required to register through IntelliCentrics using the Secure Passport option. All new MSRs should also schedule an appointment with the Department of Pharmacy for an orientation to University of Utah Health's specific vendor policies and procedures.

2. How can I meet with providers or front-line staff using my products?

The first priority of our providers and front-line staff is taking care of patients. Some providers may choose to meet with industry representatives. However, these meetings may not occur in patient care areas and you must make an appointment with any providers you meet with. MSRs are not permitted to enter any University of Utah Health clinics or other patient care areas to seek out a provider or other staff member. If you are trying to contact a specific provider, the "Find a Physician" webpage may be a helpful resource.

3. What constitutes a patient care area?

A patient care area is defined as any area within the University of Utah Health system where patients are directly or indirectly provided care or are awaiting care. This includes, but is not limited to, patient waiting areas, inpatient and outpatient pharmacy areas, nursing units, clinics, and the emergency department. If it is necessary that an MSR enter a patient care area they must have an appointment and be accompanied at all times.

4. How is a medication added to formulary at University of Utah Health?

All formulary addition requests, including those for inpatient and outpatient use, are submitted through Drug Information Services and may only be submitted by a University of Utah Health staff physician. Upon submission of a formulary addition request, Drug Information Services completes a comprehensive literature review of the medication. Following the review of the medication the request is taken to the Pharmacy & Therapeutics (P&T) Committee for consideration. P&T Committee meetings are closed door meetings. MSRs are not permitted to attend. The process of adding a

medication to formulary may take several months depending on the length of the review required and the P&T Committee's schedule and availability.

5. Am I allowed to distribute printed materials?

MSRs are not permitted to distribute any type of printed or handwritten materials to University of Utah Health employees. Examples of printed or handwritten materials include, but are not limited to, advertisements, signs, or promotional materials. All promotional materials, including journal articles and patient education materials, must be given to the manager, director, or their designee for appropriate dissemination.

6. Are University of Utah Health employees able to attend sponsored dinner programs?

According to our vendor policy, University of Utah Health employees are not permitted to attend industry-sponsored dinners or lunches. MSRs are also prohibited from distributing invitations to such events.

7. Can I bring samples for University of Utah Health providers to distribute to patients?

University of Utah Health has a strict "No Samples" policy. Drug samples, including prescription and OTC medications, may not be left in any inpatient or clinic area. Specific locations have exceptions to this policy. More information on these areas may be provided through Drug Information Services.

8. How do I schedule a meeting with pharmacy representatives?

Appointments are scheduled through the University of Utah Health's MSR website (<http://pharmacyservices.utah.edu/medical-service-reps/>). Appointment times are offered 2 afternoon per month. MSRs are limited to 1 appointment per quarter due to high demand.

9. What is the connection between University of Utah Health and University of Utah Health Plans?

University of Utah Health and University of Utah Health Plans are both owned by University of Utah and work together to provide the best care possible to our patients. There is a firewall built between the 2 entities. University of Utah Health employees are not able to access any information related to the Health Plans and vice versa.

10. Who can I contact for more information about the MSR guideline?

The primary contacts for MSRs are Erin Fox, PharmD, FASHP, Director of Drug Information and Support Services and Russell Findlay, PharmD, MS, Manager of Pharmacy Support Services.

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