

LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH



Policy Title: Sales Representatives and Solicitors

Policy Number: 306.07

Policy Category: Clinical

Distribution Level: Directly-Operated Programs

Responsible Party: Pharmacy and Therapeutics Committee

I. POLICY STATEMENT

This policy establishes rules regarding all visits and contacts made by Sales Representatives and Solicitors to Los Angeles County Department of Mental Health (DMH) facilities and associated contacts.

II. DEFINITIONS

Sales Representatives: Individuals who are employed by outside companies to promote prescribers or other staff to use their company's products, such as prescribing specific medications to patients or ordering a certain laboratory test that utilizes the company's test kits. Sales Representatives provide product information, answer questions about product usage, and deliver product samples to doctors.

Solicitors: Individuals who are employed by outside companies to seek business from DMH staff members or clinics.

DMH Sales Representatives Approved List: List of Sales Representatives who have signed the Sales Representative Attestation form, attesting to compliance with rules and regulations set forth in this policy. The Sales Representatives Approved List is maintained by DMH Pharmacy Services and available on the DMH internet site.

III. POLICY

Only Sales Representatives who are properly registered with DMH Pharmacy Services may visit DMH clinics.

- Each visit to a DMH program by a Sales Representative must be specifically approved by the DMH Chief of Pharmacy or designee, at the discretion of the approver.
- Sales Representative visits must occur in specifically designated non-public areas (e.g., staff office or in a meeting room). Sales Representative visits must not occur in waiting rooms or other areas occupied by clients or where clinical services are delivered.
- Sales Representative visits, including those accompanied by industry-selected speakers or discussants must be pursuant to an appointment that has been specifically approved by the DMH Chief of Pharmacy or designee and appropriately documented.

Permitted activities of Sales Representatives:

- Branded educational materials may be given to staff, but may not be displayed.

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- No gifts, foods, or gratuities are allowed.
- Formulary medication samples may be provided, but must be handled as any other non-sample medication.

No solicitors are allowed on any DMH premises at any time unless pre-approved and properly registered with DMH Pharmacy Services.

IV. PROCEDURES

No procedures are associated with this policy.

V. AUTHORITY

DMH Administrative Directive

VI. ATTACHMENT

[DMH Sales Representatives Approved List](#)
[Sales Representatives Attestation Form](#)

VII. EFFECTIVE DATES

This policy was effective January 1, 2003.

Review Dates: February 2, 2015 Reviewed with Revisions
October 5, 2018 Reviewed with Revisions
May 7, 2019 Reviewed with Revisions

VIII. SIGNATURE, TITLE, and DATE OF APPROVAL

Required for initial approvals and all subsequent reviews and updates.

Courtney L. Bonds, MD  8/9/19
Name/Title Chief Deputy, Clinical Operations Date