

Welcome to the School of Dentistry at the University of Utah

The University of Utah School of Dentistry's (UUSOD) mission is to improve oral and overall health of the community through education, research, and clinical service. We offer a graduate program, which prepares students for a degree in dental surgery (DDS), and general practice residency program, which provides a year of advanced clinical dental education. The UUSOD provides dental care and education in multiple locations, including inpatient and outpatient settings. For additional information about University of Utah Health, visit the institution online at <http://healthcare.utah.edu>.

Vendors associated with UUSOD are required to comply with organization-wide vendor policies as well as the guidelines and policies specifically related to UUSOD. Information regarding vendor policies can be found at <http://regulations.utah.edu/general/rules/SR1-006.php> and is summarized below.

The UUSOD recognizes that vendors provide valuable services, actively supporting:

- Pertinent product information
- Assisting in the acquisition of products
- Research
- Educational activities

The goal in UUSOD is to develop and foster a collaborative relationship with vendors without inhibiting the ability of UUSOD providers and staff to serve and care for patients.

New-Product Evaluation

The UUSOD has a new-product evaluation process for products requested by UUSOD faculty for use in the clinic setting. The process for bringing these new items into the facility requires a UUSOD faculty "sponsor". Questions regarding this program can be answered by making an appointment with a UUSOD faculty member or administration.

UUH Vendor Policies

University of Utah Health policy defines a vendor as "any manufacturer, distributor or company that solicits, markets, or distributes information regarding the use of medications, products, equipment or services". Failure to comply with any vendor policy may result in University of Utah Health's ability to conduct business with the violating vendor.

What you should know

Contracting:

- Vendors should discuss and share contract terms appropriately. Vendors should not provide comparative pricing information in their literature or in their discussions with UUSOD employees.
- UUSOD collaborates with Purchased Services for establishment of pricing.
- Purchasing at UUSOD is managed centrally. The Dean and his/her administrative delegates are the only individuals who have the authority to sign purchasing contracts for UUSOD.
- All contracts are reviewed by Purchasing, and Legal Counsel.

- Vendors are responsible to communicate and/or participate with the UUSOD regarding the following:
 - Product recalls
 - Product changes and price changes
 - Back order or shortage problems
 - Safety or potential hazardous problems
 - FDA status changes

Vendor Contact at the UUSOD

Vendors requesting contact with UUSOD personnel (faculty and staff) must adhere to the following:

- Vendors must sign a “visitor log” located at the front desk.
- Identification badges must be worn at all times.
- UUSOD personnel, including faculty and staff, **are not permitted** to accept “cold calls”.
- UUSOD faculty may initiate vendor reviews on an ad hoc basis.

Vendor Conduct within UUSOD clinical settings

Under most circumstances, vendors are prohibited from entering patient care areas within the UUSOD.

- Vendor presence in the UUSOD clinic setting is by invitation only and only when their presence is required for set up, training and similar activities associated with (a) new products or equipment purchased by the UUSOD.
- Vendors must be escorted by a UUSOD faculty or staff member.
- In each facility at the front desks, vendors must sign in the Visitors’ Log and indicate the faculty member requesting their presence.
- Vendors will be required to read and sign a Confidentiality (HIPAA) Agreement.
- If entering UUSOD clinic settings, vendors must obtain the appropriate clinical attire.
 - Proper identification
 - Personal protective clothing
- Vendors will not have access to printed patient schedules and will not use the UUSOD schedule boards or computer system as a resource for obtaining information.

Promotional materials

- Vendors are not permitted to distribute, post, or leave any printed or handwritten materials, advertisements, signs or other such promotional materials anywhere on the SOD premises.
- Unsolicited educational, promotional or informational materials may not be given to physicians, trainees, staff, or students, unless explicitly requested.
- Any distribution of promotional or informational materials to students or trainees must be done under the direct supervision of a faculty member and with approval of the cognizant dean.

Patient educational materials

- Industry representatives are strictly prohibited from providing educational materials of any kind directly to patients or their families or leaving these materials in areas accessible to patients or trainees.
- Educational materials must be given to a faculty member for review before distribution to students or trainees.

- There can be no company/industry promotional message on educational materials. The source of the materials may be acknowledged, but product promotion will not be permitted.
- The cognizant dean may, at his/her sole discretion, distribute educational materials that are useful to patients.
- All materials distributed in University of Utah Health Care clinical sites must also comply with UUHC policies, including the UUHC Vendor Gifts Policy and Other Vendor Policies and the Conflict of Interest Issues for University Hospitals and Clinics Policy.

Public Areas

All public areas, including faculty, staff, student, or trainee lounges in the SOD must be free of any materials that bear the name of a particular product or company.

Product Samples

- University of Utah Health Care does not permit industry samples within the organization unless the use of such samples is approved in advance through the Pharmacy & Therapeutics Committee (or in the case of the UUSOD, the Clinical Materials and Supplies Committee).
- All sample distribution must have the approval of the Dean or designee.

Educational Sessions

- Vendors may contact the UUSOD directly to set up in-services or educational sessions once product approval has been confirmed.
- Vendors may not pay for staff to attend conferences.
- Students may not participate in in-services or educational sessions unless a faculty member is present.
- Vendors may not provide food or gifts at educational sessions.

Vendor Disciplinary Action

Infractions of these guidelines or instances of interfering with patient care on the part of a vendor should be reported to UUSOD Administration. Disciplinary action is indicated when a vendor acts in disregard to the guidelines presented above, interferes with the ability of hospital personnel to care for patients or perform their job responsibilities, or violates state or Federal laws and regulations.

Types of action that could be taken can include (but are not limited to) any of the following:

- Discuss issue with the representative and outline strategies to prevent problems.
- Discuss issue with vendor's district manager.
- A letter to the vendor, district manager, and/or company sales manager.
- Revoke privileges.
- Ban the vendor from the UUSOD for an indefinite period of time.
- Termination of future business.

Summary

UUSOD is committed to fulfilling its mission in caring for patients and collaborating in active research and teaching programs. UUSOD values the association it has with vendors and look forward to collaborative and mutually beneficial relationships with them. Questions regarding these policies may be directed to: Jacquie Bernard, Asst. Dean for Finance & Operations, at Jacquie.bernard@hsc.utah.edu or 801-585-7757.