

# Guidance on Industry and Supplier Relationships

## Skin Health and Wound Care Products

**Note:** This is a supplemental guideline in support of the WRHA Industry Relationships Policy 10.00.110 [https://policies.wrha.mb.ca/wp-admin/admin-ajax.php?juwpfisadmin=false&action=wpfd&task=file.download&wpfd\\_category\\_id=402&wpfd\\_file\\_id=2896&token=&preview=1](https://policies.wrha.mb.ca/wp-admin/admin-ajax.php?juwpfisadmin=false&action=wpfd&task=file.download&wpfd_category_id=402&wpfd_file_id=2896&token=&preview=1) and site-specific supplier site visit policies and/or procedures.

1. Supplier Representatives (Reps) are resource to support clinicians to troubleshoot and deal with issues related to the contracted items. The site staff should contact the Supplier directly in conjunction with Advanced Wound Care Clinician or other clinicians responsible for skin health and wound care to request support as required.
2. Supplier Reps are expected to provide education for contracted products supplied through a Shared Health or HealthPRO agreement as part of the contract where required. When education is required, the site staff should coordinate the education requirements with the Advanced Wound Care Clinician or other clinicians responsible for skin health and wound care.
3. Supplier Reps are expected to follow any existing site visit policies or procedures as noted above. In many sites, this includes the need to make an appointment for purposes that are arranged and approved by the site staff involved.
  - If a Supplier Rep initiates a site visit to offer or schedule education for contracted products (that was not initiated by the site) it should be declined and the Supplier Rep must be advised that the site staff will make the request for education if/when required.
  - Supplier Reps often want to showcase new products and may contact individuals directly to ask for a meeting. This is not appropriate and they should be redirected to send their information to [SCMSS@sharedhealthmb.ca](mailto:SCMSS@sharedhealthmb.ca) for consideration. (more Supplier Information available at: [Supplier Information - Shared Health \(sharedhealthmb.ca\)](https://www.sharedhealthmb.ca/supplier-information))
4. Supplier Reps must only provide education and information for **contracted products**, that have been approved for purchase as part of the WRHA and Shared Health Wound Care formulary. A contract may include more items than what has been approved for purchase and often Supplier Reps will assume just because it is on a contract the sites should be purchasing it. That is a false assumption and the Supplier Reps may need that explained to them.

### Supplier Rep list and Contact Information

#### BSN Médical

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## Skin Health and Wound Care Products

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