Effective July 1st, 2012, pharmaceutical representatives will no longer be able to enter Kelsey-Seybold properties or access Kelsey-Seybold physicians/staff.

Kelsey-Seybold will no longer accept or engage in the following:
- Sponsored lunches, dinners, snacks or food of any kind
- Paid pharmaceutical speaking engagements, honoraria or consulting fees
- Gifts such as pens, pads, travel, and/or entertainment
- Drug samples for personal use
- Visits by pharmaceutical representatives

Pharmaceutical representatives will ONLY be able to access Kelsey-Seybold physicians upon request by a Kelsey-Seybold physician. Requests by physicians may only be made to gain information about a specific product. The pharmaceutical representative will only be able to meet with that specific physician and no other clinic staff or clinic personnel may be present for the meeting.

Prior to scheduling an appointment with a Kelsey-Seybold physician, pharmaceutical representatives are required to register with Kelsey-Seybold clinic. The current orientation and registration processes will remain and new pharmaceutical representatives may register on the KSC drug rep website at https://kscdrugrep.kelsey-seybold.com/. The official drug rep detailing list, policy and procedures, as well as answers to frequently asked questions can also be found on the website.

Violations of this policy will lead to a suspension of access to all Kelsey-Seybold Clinic physicians and facilities.

Thank you for your patience as we begin this new process for pharmaceutical representatives.

Kelsey-Seybold Clinic
Q: What is the Kelsey-Seybold pharmaceutical representative website?
A: https://kscdrugrep.kelseyseybold.com/

Q: I do not remember my password?
A: Go to the website: https://kscdrugrep.kelseyseybold.com – Enter User Name - Click Forgot Password. A temporary password will be sent to you via email, use updated info to log-in. If you do not receive an email notification please consult PharmaRep@kelseyseybold.com stating what steps have been taken. The email will be sent from a “noreply” account. Please check your junk mail.

Q: Who does a pharmaceutical representative contact to make an appointment at a clinic?
A: Do not contact the clinic to make an appointment. If your assistance is required, you may be contacted by a Kelsey-Seybold physician. Only upon request by a Kelsey-Seybold physician will you be able to enter the clinics.

Q: How does a pharmaceutical representative register/receive a login?
A: If a pharmaceutical representative is requested by a physician, the company’s designated agent will assign the rep to a position to detail a product for that physician only. A computer-generated email will be sent to the email address of the pharmaceutical representative. This email will contain instructions on how to complete the mandatory online pharmaceutical representative orientation, obtain a certificate that must be
carried by the pharmaceutical representative to gain access into assigned clinics, and make payment for the registration and orientation process.

Q: **What if a pharmaceutical representative does not receive a login?**
A: If you do not receive an email and believe you have been requested by a physician and assigned a drug to detail at Kelsey-Seybold Clinic by your company, please contact your company’s designated agent.

Q: **What is a designated agent?**
A: The process will allow only one designated agent, i.e. district manager, from each company to assign requested pharmaceutical representatives to Kelsey-Seybold Clinic.

Q: **Who is my company’s designated agent?**
A: If you do not know who your company’s designated agent is, please contact your supervisor or someone in your company for that information. Since Kelsey-Seybold Clinic’s pharmaceutical representative process will be completely automated, no one at Kelsey-Seybold Clinic will be able to provide that information.

Q: **How can a designated agent make pharmaceutical assignments?**
A: Once the designated agent has been recognized to assign pharmaceutical representatives to Kelsey-Seybold Clinic, the designated agent will be provided a login and temporary password to the automated online system. At the time of initial login, the designated agent will be prompted to change their password and update their personal contact information. Once completed, the designated agent will gain access to the automated system’s main menu. The designated agent will be permitted to make new assignments or changes to previous pharmaceutical representative assignments only if the pharmaceutical representative is requested by a physician.

To register drug reps, please visit https://kscdrugrep.kelsey-seybold.com/

The website requires a web browser of Internet Explorer 8 or higher. If you have Windows 7 or Vista please update to Internet Explorer 9. A link has been provided for free download:
1. Log-in to website
2. Update your password
3. Update contact info
4. Click on “Drug Representative Account Administration”
5. Click “Add New Drug Representative”
6. Enter pharmaceutical representative Name and email address using all lowercase letters
7. Your company name should pre-populate (if you do not see your company name and/or cannot assign a specific drug, contact PharmaRep@kelsey-seybold.com)
8. Assign drug category and clinic location(s) to be detailed
9. Click verify
10. Click submit
11. The pharmaceutical representative will receive an email at the address entered above with a website log-in and temporary password.

The pharmaceutical representative must log-in and complete the online orientation and registration process. Once payment has been received and processed by Kelsey-Seybold Clinic, the pharmaceutical representative will receive an email notification, payment receipt and a certificate to detail at KSC as directed on the certificate valid for a rolling 12 months. The process must be renewed yearly. Please note payment processing may take up to 14 business days.

If you need to make changes to a rep account but will use the same email address:
Under designated agent account, please view “Drug Representative Account Administration.” Select rep by clicking on the arrow next to the name. Once in the rep’s account, click “clear assigned drug category” and “clear assigned clinics” -- then reselect the appropriate categories/clinics -- click update.

If you need to correct/edit an email address:
Under designated agent account, please view “Drug Representative Account Administration.” Select rep by clicking on the arrow next to her name. Once in the rep’s account you must clear the reps account info by clicking “clear assigned drug category” and “clear assigned clinics” then deactivate the account by clicking “deactivate.” Now re-add the rep account with the correct drug category/clinic/email address.
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Q: Who is required to pay?
A: All pharmaceutical representatives who will detail a drug in one of the Kelsey-Seybold clinic(s) will be required to pay the registration fee. Only when payment is approved and the registration/orientation process has been completed correctly will you receive a certificate permitting entrance into the specified clinic. If you are a designated agent who will not enter the clinic(s) to detail a drug, you are not required to pay the registration fee.

Q: How do I pay?
A: Each assigned representative is required to pay online by credit card. Upon online registration, the representative will be prompted to enter the pertinent credit card information. All major credit cards will be accepted. Group payment by drug manufacturer companies will no longer be accepted. Each assigned representative is responsible for their own payment.

Q: Can my company pay for me?
A: Group payment by drug manufacturer companies will no longer be accepted. Each assigned representative is responsible for their own payment.

Q: What is the cost for registration?
A: An annual registration fee of $125 is charged prior to the issuance of the pharmaceutical representative certificate. The fee will be used to cover operational costs incurred by Kelsey-Seybold Clinic. This is not a clinic access fee.

Q: How long does it take to process payment?
A: It may take up to 14 business days to process payment.

Q: Am I granted access to the clinic(s) once I pay?
A: No. You will only be granted access to the clinic(s) if a physician has requested a meeting for drug information and the online registration and orientation processes have been completed successfully. Once payment has been processed and approved by Kelsey-Seybold Clinic, you may schedule an appointment. A certificate will be generated and emailed to you. You must hold a valid certificate to detail your drug on Kelsey-
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Seybold property. Please note payment processing may take up to 14 business days.

Q: What do I do if my payment is declined?
A: If payment has been declined, the representative will be notified via email. The declined payment notification will include instructions on how to re-submit payment within the online system. You may need to submit alternative credit card information if sufficient funds are not available. Please note the declined payment notification may not be sent to a representative until payment has been processed by Kelsey-Seybold Clinic. Payment processing may take up to 14 business days.

Q: What is a certificate?
A: Each representative will receive an individualized certificate that contains the representative’s first and last name, the clinic(s) that may be accessed and the drug(s) that may be detailed by that representative. This certificate must be carried at all times when the representative is on Kelsey-Seybold Clinic property to detail a specified drug. Any representative found on Kelsey-Seybold property without their certificate may be asked to immediately leave the premises. Each clinic possesses the right to schedule appointments according to their own policies and may also deny pharmaceutical representative entrance at their discretion. Pharmaceutical representative certificates may be revoked temporarily or permanently at the discretion of Kelsey-Seybold Clinic if a representative is involved in infractions of the Pharmaceutical Representative Manual.

Q: How do I receive a certificate?
A: A certificate will be issued to the pharmaceutical representative via email immediately upon the completion of registration, orientation, and approved payment. Payment processing may take up to 14 business days.

Q: How long is the certificate valid for?
A: The certificate is valid for 12 rolling months from the date of approved payment. Please note serious violations to the Pharmaceutical Representative Manual may result in a ban for time periods of no less than six months to one year or the possible revocation of the pharmaceutical representative certificate entirely.
Q: If I am unable to fulfill my one year commitment for any reason, am I able to transfer my certificate to someone else?
A: Certificates are non-transferable between representatives and/or companies.

Q: How does a pharmaceutical representative renew the certificate?
A: If your assignment has changed, you and your company’s designated agent must update the online process with the new information. If your assignment has not changed, an update of information is not required. The representative must complete the registration/orientation process and submit payment each year. Once payment has been approved, you may print your certificate valid for a rolling 12 months.

Q: How does the pharmaceutical representative replace their current certificate if it is lost or stolen?
A: A re-print of the certificate is available online. Please login to your account to access the main menu. You are able to re-print your certificate from this screen.

Q: Does a pharmaceutical representative need a badge?
A: No. A badge will not be issued by the Kelsey-Seybold pharmaceutical representative process. However, all pharmaceutical representatives are required to present official photo identification (i.e. Driver’s License, State I.D.) along with their certificate upon admission into any Kelsey-Seybold Clinic property. All Kelsey-Seybold clinics will require the pharmaceutical representative to sign-in and present a photo I.D. (i.e. Driver’s License, State I.D.) upon arrival to the clinic. Each clinic possesses the right to schedule appointments according to their own policies and may deny entrance at their discretion.

Q: Who is the Kelsey-Seybold Clinic site designee?
A: Please contact the particular clinic and ask to speak to the Kelsey-Seybold Clinic site designee for more information. Check in with the clinic site designee before meeting with the requesting physician.

Q: What does a pharmaceutical representative need with them to gain access to the clinic(s)?
A: Only upon request by a Kelsey-Seybold physician and after an appointment is made with the Kelsey-Seybold Clinic site designee, all
pharmaceutical representatives must present official photo identification (i.e. Driver’s License, State I.D.) along with their certificate upon admission into any Kelsey-Seybold Clinic property to detail a drug.

Q: What clinics can a pharmaceutical representative access?
A: A representative may only access clinics where a physician has requested a meeting and that have been assigned to them by their company’s designated agent. The clinic(s) a representative may access will be listed on their certificate. If the representative feels there is an error, they should contact their company’s designated agent. If you do not know who your company’s designated agent is, please contact your supervisor or someone in your company for that information. Since Kelsey-Seybold Clinic’s pharmaceutical representative process will be completely automated, no one at Kelsey-Seybold Clinic will be able to provide that information.

Q: Can a company change their assigned designated agent?
A: Yes.

Q: How do I change the designated agent?
A: A designated agent may be changed or reassigned. No company will have more than one designated agent allowed to make pharmaceutical representative assignments. Email PharmaRep@Kelsey-Seybold.com to make updates.

Q: What is the detailing list?
A: The Detailing List is a list of approved drugs that can be detailed by pharmaceutical representatives in the clinic.

Q: Where can I review the detailing list?
A: The main menu of the pharmaceutical representative website will maintain the full detailing list of drugs, as well as contain answers to frequently asked questions and the clinic’s pharmaceutical representative manual for reference. Please note, only one designated agent from each company will be given a login to the automated online system.

Q: How often is the detailing list updated?
A: The Detailing List is updated quarterly by the Kelsey-Seybold P&T committee.
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Q: Who determines the drugs on the clinics detailing list?  
A: The Kelsey-Seybold Clinic P&T Committee is charged with the creation and the enforcement of the mandated detailing list. Membership and processes involved in the creation/maintenance of the detailing list are strictly confidential and will not be disclosed.

Q: What if my drug is not on the detailing list?  
A: The products on the clinic detailing list are determined by the P & T Committee. Pharmaceutical companies may not request the addition of products to the clinic detailing list.

Q: Can my company’s drug be added to the clinics detailing list?  
A: No. Pharmaceutical companies cannot request the addition of products to this list.

Q: What if my drug comes out to market in between P&T meeting dates?  
A: Only approved drugs on the detailing list may be detailed by pharmaceutical representatives in the clinic(s). The detailing list is updated quarterly by the Kelsey-Seybold P&T committee. The P&T Committee will review drugs independent of any outside influences.

Q: What if the designated agent cannot find my drug on the website?  
A: Only approved medications will be listed on the website. If your drug does not appear on the website and if your drug is not on the Detailing List, it will not be permitted to be detailed within Kelsey-Seybold Clinic.

Q: What is the Sunset Rule?  
A: All drug products are placed on the Kelsey-Seybold Detailing List for a period of 5 years. After 5 years have passed, products are subject to removal from the Detailing List at which point the drug will no longer be detailed in the clinics per the Sunset Rule.

Q: What happens if I violate Kelsey-Seybold Clinic policies?  
A: Violations, both intentional and unintentional in nature, will be addressed by Kelsey-Seybold Clinic with the involved pharmaceutical representative and their manager. Certain violations will result in the immediate ban from all Kelsey-Seybold Clinic sites for a time period no less than one month. Subsequent violations may result in a further ban for time periods
of no less than six months to one year or the possible revocation of the pharmaceutical representative certificate.

**Q:** Can I contact Pharmacy Administration for questions about the new pharmaceutical representative registration and orientation process?

**A:** No.

Please refer to your company's designated agent for questions or concerns about this new process or email questions to PharmaRep@Kelsey-Seybold.com.

Be aware, no questions will be answered in which the answer is represented by the information stated above. It is ultimately the responsibility of the designated agent and/or pharmaceutical representative to enter accurate and complete information during the registration process.