

Ashe Family Healthcare

952 US HWY 221 Business
PO BOX 70
West Jefferson, NC 28694

108 Park Avenue
PO Box 1993
Banner Elk, NC 28604

October 10, 2014

TO: Pharmaceutical or Sales Representatives, Adjunct Clinical Personnel, Ancillary Support Companies, Laboratory and diagnostic facilities, Non-AFH employee supervisors, professional guests, non-patient/non-AFH employees

RE: Access to clinical or clerical areas of Ashe Family Healthcare

To whom it may concern:

Due to the rapidly growing size of our practice and multiple business relations among medical companies, higher education facilities, and student learners, a greater number of individuals are often present in either of our practice locations. This has raised a strong concern for patient privacy and office security.

Ashe Family Healthcare (AFH) has opted to take a proactive position that prohibits individuals not employed by AFH from accessing our clinical or clerical areas due to high risk for HIPAA or confidentiality concerns as well as to avoid conflict in the flow of patient care. Individuals, such as pharmaceutical representatives, laboratory representatives, marketing agents, visiting clinical staff, etc. are not permitted access without advanced notice to ensure proper escort throughout any area of either practice location other than the public waiting room. Pharmaceutical sales managers are not permitted on campus without advanced notice and written permission by AFH. Non-AFH employed individuals who play an active role for indirect/direct patient care (i.e., phlebotomists, auditors, student preceptors, etc.) must request in writing and be granted permission to visit, in advance, for each day he/she wishes to be within our practice facility. Educational or product detailing will be completed through the reception window or other designated area as long as it does not conflict with flow of AFH business operation or impact patient privacy. If an extended detail or training time is requested for our staff or providers, please schedule a lunch meeting.

Companies that provide an in-office-personnel (IOP) representing their business must ensure he/she remains professional at all times and wears appropriate identification from the corresponding company. AFH will provide the IOP an orientation to the facility and grant permission for areas of access at our discretion. Supervisors, trainers, auditors, relief workers, etc. associated with the IOP are not permitted into any clinical or clerical area without advanced notice or consent as discussed above. IOPs may NOT serve as employee escort throughout the facility. If a supervisor, trainer, or auditor of a IOP is creating disruption of flow of business that is distracting to AFH employees, patients, or providers through direct or indirect interaction with the IOP, both the IOP and the supervising individual will be asked to leave the facility to conclude the remainder of his/her business for the day.

AFH reserves the right to refuse entry of any non-AFH personnel for any reason, despite advance permission.

If an individual, a company, or a company representative is found to be in violation of our policy, we reserve the right to terminate business relationship, notify local authorities / law enforcement in order to escort the violator from our facility, and seek possible further legal recourse.

AFH serves the patients of our communities with the utmost professionalism and quality patient care is our goal. We appreciate all companies for their cooperation in this matter.

If you have additional concerns or questions, or to request access, please contact me via email at ashefamilyhealthcare@hotmail.com . If access to clinical or clerical areas are required, please include your name, your company, reason for visit, clinical / clerical department desired, and desired practice location. If intentions are to supervise, evaluate, or precept a non-AFH employee, please indicate the name of the non-AFH employee or student in your request.

Sincerely,

Derek McClure, MSN, FNP-BC (ANCC)
Family Nurse Practitioner
Owner, Ashe Family Healthcare