

## Prevention through Education

One of ProMed's greatest strengths is educating facilities on the use of our products. Our in-service presentations and the exclusive in-service guides used during them help your staff become comfortable with the best-in-class products available exclusively from ProMed. The in-service guides are also perfect additions to your orientation packets!

We hope that you will allow your staff to get to know us as your facility's medical supply distributor and encourage them to come to us if they have a question or concern. We want to be your trusted advisors!

### What happens during an in-service?

1. The ProMed rep will bring samples of the products being in-serviced. The product will be shown in its packaging so that the staff can easily identify it on the shelf.
2. The rep will begin by explaining why the product change is being made. (For example, "Your facility has decided to upgrade to a brief that improves resident skin care and saves staff time.")
3. Using any relevant ProMed in-service guides, the rep will conduct the in-service and demonstrate product use step by step. The product's advantages, features and benefits will be discussed and the staff will be incorporated into the discussion to determine the correct protocol for the facility.
4. We will then detail any relevant industry and regulatory information for the product line or topic being discussed, including F tag details.
5. The program will then be summarized and the ProMed rep will ask key questions to ensure that the presented information was understood by everyone in attendance.
6. The ProMed rep will tell the group about our In-Service Evaluation Forms and let them know where they will be available. We encourage staff to be specific about any concerns (and praise!) they have for our reps so that we can continue to provide the best possible programming to our customers.
7. The ProMed rep will remind the group of any upcoming follow-up in-servicing (if needed).
8. At the end of each in-service, the ProMed rep will compare the list of in-service attendees to the shift staff list and advise the facility contact of any individuals who missed the in-servicing.

### After the in-service

1. The ProMed rep will follow up with the facility contact the next day to discuss evaluation forms.
2. The day after that, the ProMed rep will review the evaluation forms and address any issues.
3. The ProMed rep will come into the facility during all shifts to observe the use of the products that were in-serviced and discuss any concerns related to these items.
4. The next week and for the next 30-45 days, the ProMed rep will continue to follow up until the entire team is happy with the product change and all staff members are using the product correctly.

### Ready to get started?

The In-Service Request Form is on the next page!

## In-Service Request Form

Date  Facility Name

Facility Address

City  State  Zip Code

Contact Name  Position

Phone Number  Email Address

Topic Covered  In-Service Date Requested  Time Requested

Who will be attending? (i.e., CNAs, nurses, all staff)  How many will be attending?

Please note any details that need to be covered

Topic Covered  In-Service Date Requested  Time Requested

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Topic Covered  In-Service Date Requested  Time Requested

Who will be attending? (i.e., CNAs, nurses, all staff)  How many will be attending?

Please note any details that need to be covered

**Office Use Only**

Sales Rep Performing In-Service	Confirmed In-Service Date(s)	Confirmed Time(s)
<input type="text"/>	<input type="text"/>	<input type="text"/>

Materials Being Presented

Equipment Needed

