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| --- | --- | --- |
| [Screen 0](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=1_C_1)  [1\_C\_1](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=1_C_1) | Global Business Standards  Selected Topics  Click the forward arrow. |  |
| [Screen 1](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=2_C_2)  [2\_C\_2](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=2_C_2) | We do business the right way and are committed to working with healthcare professionals to provide them with timely and accurate information to assist them in making decisions and providing advice to their patients. We can achieve our mission of supporting health only through a truly collaborative approach. |  |
| [Screen 2](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=3_C_3)  [3\_C\_3](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=3_C_3) | Upon completion of this course, you will be able to:   * Understand Abbott’s Ethics and Compliance Global Business Standards. * Apply Abbott’s Ethics and Compliance Global Business Standards. * Know where to go for help and to get support. |  |
| [Screen 3](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=4_C_4)  [4\_C\_4](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=4_C_4) | [1] Welcome  1 minutes  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 4](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=5_C_5)  [5\_C\_5](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=5_C_5) | Abbott's standards describe general principles regarding our expectations for routine business interactions with external parties, such as healthcare professionals (HCPs), healthcare institutions (HCIs), government officials, retailers, distributors, customers, patients, and consumers.  These standards help Abbott employees around the world make the right choices while operating with honesty, fairness, and integrity. |  |
| [Screen 5](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=6_C_6)  [6\_C\_6](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=6_C_6) | Abbott employees do business the right way by making ethical decisions in connection with our work.  First and foremost, at Abbott, we do not inappropriately provide anything of value to get a sale, reward a past sale, or obtain an improper business advantage. |  |
| [Screen 6](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=7_C_7)  [7\_C\_7](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=7_C_7) | This course was designed to help you apply Abbott’s Ethics and Compliance Global Business Standards in three common business interactions:   * Professional Services Arrangements * Support of Third-Party Programs and Abbott-Organized Programs * Providing Product at No Charge   It is your responsibility to visit iComply and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country, or speak with OEC, for further guidance on these topics. |  |
| [Screen 7](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=8_C_8)  [8\_C\_8](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=8_C_8) | [1] Welcome  1 minutes  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 8](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=9_C_9)  [9\_C\_9](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=9_C_9) | Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. |  |
| [Screen 9](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=10_C_10)  [10\_C\_10](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=10_C_10) | Some of the types of professional services for which we regularly engage HCPs include:   * Speaking at promotional speaker programs. * Participating in advisory board meetings. * Training others on the appropriate use of Abbott products at Abbott-organized programs. * Consulting services. * Participating in market research. |  |
| [Screen 10](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=11_C_11)  [11\_C\_11](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=11_C_11) | There are several general requirements related to Professional Services Arrangements that must be followed.  There must be a legitimate business need.  Service providers are engaged to meet specific, legitimate business needs for information, services or advice.  Service providers must be qualified.  We choose service providers based on their experience and expertise related to the services requested, and not based on past (or possible future) use of Abbott products.  Compensation must be based on fair market value.  Compensation must never exceed the open market value for the service provider’s relevant skillset, expertise and specialty. We must also verify that performance of services has occurred prior to paying for the services. Compensation must be paid by check, wire, or bank transfer.  Written documentation must be completed before professional services begin.  All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal, even if the service provider will not be compensated for the services. For document requirements related to specific services, please consult your affiliate’s ethics and compliance policy and procedure. The required forms can be accessed in the Policy and Form Library application in iComply.  You must clearly communicate Abbott’s standards.  If you are overseeing the professional services engagement, you must communicate to the service provider Abbott’s expectations on meals, travel, and other Abbott standards. And if you anticipate engaging government officials or HCPs who may work for a government agency, seek OEC guidance before engaging them. |  |
| [Screen 11](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=12_C_12)  [12\_C\_12](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=12_C_12) | Engaging a service provider requires the completion of a number of actions before, during, and after the services. |  |
| [Screen 12](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=13_C_13)  [13\_C\_13](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=13_C_13) | Before the services, select the service provider based on defined criteria, such as academic and clinical qualifications and expertise.  Complete a fair market value (FMV) analysis.  If an FMV exception is needed, you should initiate an exception request in the OEC Exceptions Database.  Communicate Abbott's compliance expectations to the service provider and sign the necessary agreements.  Professional Services Agreement or Statement of Work (if a Master Services Agreement is in place).  Always refer to affiliate ethics and compliance policies and procedures for specific processes, procedures, and documentation requirements that apply to the country in which you are operating. |  |
| [Screen 13](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=14_C_14)  [14\_C\_14](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=14_C_14) | During the event, document proof of performance.  Examples of documentation may include:   * Sign-in sheets * Meeting minutes * Photos taken at the event * A copy of the presentation materials * Notes from market research feedback * Other deliverables, if applicable. |  |
| [Screen 14](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=15_C_15)  [15\_C\_15](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=15_C_15) | After the event, make sure the performance of the services has occurred prior to compensating the service provider.  Review all invoices and receipts submitted by the service provider for reimbursement.  Ensure they are:   * Itemized, * Appropriate, and * Allowed per the written agreement.   Keep all required documents easily accessible should the engagement be monitored or audited. |  |
| [Screen 15](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=16_C_16)  [16\_C\_16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=16_C_16) | Did you know?  Some countries may require at least 3 months’ notice for pre-approvals of an HCP contract or a visa prior to travel.  Find in iComply the Global Engagement PASSPORT tool that provides guidance on planning, executing, and documenting cross-border engagements.  Some countries, for transparency reporting, may require a Cross-Border Engagement Form. Remember that compensation must be calculated based on the HCP’s home country and in the currency of the HCP’s home country. |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=17_C_17)  [17\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=17_C_17) | Quick Check  Test your knowledge now! |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=18_C_17)  [18\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=18_C_17) | Which of the following is not a requirement for Professional Services Arrangements? |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=19_C_17)  [19\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=19_C_17) | Service providers must be chosen based on past use of Abbott products.  Arrangements with service providers must be reflected in a written professional services agreement.  Compensation for services must not exceed fair market value.  The number of service providers retained must be reasonably necessary to perform the services or obtain the information required.  Submit |  |
| [Screen 16](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=20_C_17)  [20\_C\_17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=20_C_17) | That's correct!  That's not correct!  Service providers must be chosen based on defined criteria that are related to the services requested, such as medical expertise and reputation, knowledge and experience, and communication skills (when relevant to the service). They must never be chosen based on past use of Abbott products or in exchange for a commitment to use, recommend, or buy Abbott products in the future. |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=21_C_18)  [21\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=21_C_18) |  |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=22_C_18)  [22\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=22_C_18) | How does Abbott determine payment for HCP services performed? |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=23_C_18)  [23\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=23_C_18) | Payment is determined based on the service provider’s current rate.  Compensation is based on how many Abbott products they have purchased.  A fair market value is determined based on the service provider’s expertise and experience.  Compensation is determined by the value of Abbott’s past, present, or future business with the service provider.  Submit |  |
| [Screen 17](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=24_C_18)  [24\_C\_18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=24_C_18) | That's correct!  That's not correct!  Compensation for services must not exceed fair market value and may not be based on the volume or value of Abbott’s past, present, or future business with the service provider or any related institution. Consult with OEC before engaging government officials and calculating FMV for non-HCPs. |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=25_C_19)  [25\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=25_C_19) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=26_C_19)  [26\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=26_C_19) | Professional Services Arrangements  Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=27_C_19)  [27\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=27_C_19) | General Requirements  General Requirements include:   * Legitimate need * Qualifications of provider * Fair market value for services * Written documentation |  |
| [Screen 18](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=28_C_19)  [28\_C\_19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=28_C_19) | Process for Engaging a Service Provider  Engaging a service provider requires the completion of a number of actions before, during, and after the service. |  |
| [Screen 19](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=29_C_20)  [29\_C\_20](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=29_C_20) | [1] Welcome  1 minutes  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 20](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21)  [30\_C\_21](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=30_C_21) | Abbott may provide support for Third-Party and Abbott-Organized Programs, such as:   * Plant tours/site visits. * Educational grants. * Commercial sponsorships. * Direct sponsorships to attend educational conferences, as permitted in affiliate ethics and compliance policies. |  |
| [Screen 21](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=31_C_22)  [31\_C\_22](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=31_C_22) | In some affiliates, Abbott may sponsor HCPs and others to attend third party educational, scientific, and public policy conferences and meetings, with the goal of advancing science and improving health outcomes.  Refer to your local ethics and compliance policy and procedure for what types of sponsorships are permitted in your country. |  |
| [Screen 22](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23)  [32\_C\_23](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=32_C_23) | Abbott may provide fellowships, scholarships, and other educational grants to healthcare institutions (HCIs), training institutions, professional societies, or similar organizations involved in medical or scientific education. |  |
| [Screen 23](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=33_C_24)  [33\_C\_24](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=33_C_24) | Educational grants must be used only for educational/research purposes.  Abbott must not select or provide input on individuals selected to receive support. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 24](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=34_C_25)  [34\_C\_25](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=34_C_25) | Abbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. |  |
| [Screen 25](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=35_C_26)  [35\_C\_26](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=35_C_26) | In exchange for the funding, Abbott may receive exhibit booth space, satellite symposia, and/or other promotional commitments. |  |
| [Screen 26](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=36_C_27)  [36\_C\_27](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=36_C_27) | Support for a third-party meeting must not be provided to an individual.  Likewise, Abbott may not sponsor standalone entertainment events. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 27](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28)  [37\_C\_28](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=37_C_28) | Abbott may organize speaker programs and other events (e.g. symposia and proctorships) aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel.  The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. |  |
| [Screen 28](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=38_C_29)  [38\_C\_29](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=38_C_29) | The advertisement or promotion of Abbott products may not be the primary purpose of an Abbott-organized program.  Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 29](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30)  [39\_C\_30](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=39_C_30) | Abbott may invite current and prospective customers and others, as needed, to evaluate Abbott products that cannot be easily moved, or to evaluate our manufacturing facilities to better understand quality processes, manufacturing capacity, and product or plant characteristics.  Consult with OEC to determine if any pre-approvals and applications are needed before offering to host an HCP on a plant tour or site visit. |  |
| [Screen 30](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=40_C_31)  [40\_C\_31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=40_C_31) | Particular caution must be taken with government officials.  Before any plant tour or site visit by a government official, including those who are HCPs, ensure that the government employee is permitted to attend and the employer’s policies and procedures are followed, including any restrictions on Abbott providing anything of value. |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=41_C_32)  [41\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=41_C_32) | Quick Check  Test your knowledge now! |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32)  [42\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=42_C_32) | Abbott may not provide support for: |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=43_C_32)  [43\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=43_C_32) | Satellite symposia.  Fellowships and scholarships.  Educational grants.  Standalone entertainment events.  Submit |  |
| [Screen 31](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=44_C_32)  [44\_C\_32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=44_C_32) | That's correct!  That's not correct!  Abbott may provide financial support or funding for third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Support must not be provided to an individual. Consult with OEC if you are unsure whether a third-party meeting support is appropriate. |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=45_C_33)  [45\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=45_C_33) |  |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=46_C_33)  [46\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=46_C_33) | Which of the following is not an appropriate primary purpose for an Abbott-organized program? |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=47_C_33)  [47\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=47_C_33) | To advance science.  To improve health outcomes and patient care.  To educate on the safe and effective use of Abbott products.  To advertise or promote Abbott products.  Submit |  |
| [Screen 32](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=48_C_33)  [48\_C\_33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=48_C_33) | That's correct!  That's not correct!  The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. The advertisement or promotion of Abbott products may not be the primary purpose of an Abbott-organized program. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=49_C_34)  [49\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=49_C_34) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=50_C_34)  [50\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=50_C_34) | Direct Sponsorships  In some affiliates, Abbott may sponsor HCPs and others to attend third party educational, scientific, and public policy conferences and meetings, with the goal of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=51_C_34)  [51\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=51_C_34) | Educational Grants  Abbott may provide fellowships, scholarships, and other educational grants to HCIs, training institutions, professional societies, or similar organizations involved in medical or scientific education. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=52_C_34)  [52\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=52_C_34) | Commercial Sponsorships  Abbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=53_C_34)  [53\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=53_C_34) | Abbott-Organized Programs  Abbott may organize speaker programs and other events aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 33](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=54_C_34)  [54\_C\_34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=54_C_34) | Plat Tours / Site Visits  Abbott may invite current and prospective customers and others, as needed, to evaluate Abbott products that cannot be easily moved, or to evaluate our manufacturing facilities to better understand quality processes, manufacturing capacity, and product or plant characteristics. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 34](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=55_C_35)  [55\_C\_35](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=55_C_35) | [1] Welcome  1 minutes  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 35](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36)  [56\_C\_36](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=56_C_36) | Abbott may provide Abbott product to HCPs, customers, consumers, and others free of charge for legitimate business purposes.  These purposes include demonstration, evaluation, as a replacement item, and for HCPs in training. |  |
| [Screen 36](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=57_C_37)  [57\_C\_37](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=57_C_37) | No charge product should never be provided as an improper incentive.  Provision of no charge product is subject to local requirements in affiliates’ ethics and compliance policies and procedures. For detailed requirements, including required documentation, please visit iComply or contact your local OEC representative. |  |
| [Screen 37](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=58_C_38)  [58\_C\_38](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=58_C_38) | Products for sampling and evaluation include:   * Product Samples * Single-use Evaluation Products * Multiple-use Evaluation Products.   Product Samples  Product samples are products, often available through retail or trade channels, provided for trial or evaluation by patients or consumers (e.g. diabetes test strips and nutritional products).  Single-use Evaluation Products  Single-use evaluation products include no charge product used during an HCP’s diagnosis or treatment of an individual patient, which are provided to an HCP or HCI for evaluation. Examples include:   * Medical devices or diagnostics used for only one patient. * Single-use accessories, disposables, and consumables used with medical device equipment. * Reagents, test cartridges, and consumables used with diagnostic instruments and equipment.   Multiple-use Evaluation Products  Multiple-use evaluation products include no charge product provided to an HCP or HCI for trial or evaluation, and which may be used to treat multiple patients. Multiple-use evaluation products must be labeled or identified as belonging to Abbott throughout the trial period. Examples include:   * Imaging equipment, instruments, and software. * Surgical equipment. * Diagnostic and medical device instruments and equipment. |  |
| [Screen 38](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=59_C_39)  [59\_C\_39](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=59_C_39) | There are several important requirements related to products for sampling and evaluation.  The quantity of samples provided must be reasonable and based on the intended use of the product.  Check local policies for specific limits.  The time period for the evaluation of multiple-use evaluation products must be reasonable and limited in duration.  At the end of the trial period, such products must be either purchased by the customer, returned to Abbott, or destroyed (at Abbott’s preference).  Multiple-use evaluation products must be labeled or identified as belonging to Abbott throughout the trial period.  Abbott must inform the recipient that the product is being provided free of charge and must not be resold.  That is, the product should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. |  |
| [Screen 39](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=60_C_40)  [60\_C\_40](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=60_C_40) | Another category of no charge product includes products used for demonstrations and for HCPs in training.  Demonstration Products  Demonstration products are provided to an HCP or an HCI to demonstrate, educate, or train patients, consumers or HCPs on the use of our products.  Demonstration products are also provided to Abbott representatives to demonstrate, educate or train an HCP or an HCI on the use of the products.  Products for HCPs in Training  Products for HCPs in training are provided to educational institutions or programs for training or education of HCPs in training. |  |
| [Screen 40](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=61_C_41)  [61\_C\_41](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=61_C_41) | There are several important requirements related to demonstration products and products for HCPs in training.  Demonstration products and products for HCPs in training should be identified as being for demonstration or educational use and not for use in patient care.  The quantity of the products provided at no charge must be reasonable and limited to what the recipient needs for the particular demonstration, educational, or training purpose.  The recipients of the products must be informed and agree that they will not charge any third party for the products and will not sell the products. |  |
| [Screen 41](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=62_C_42)  [62\_C\_42](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=62_C_42) | A replacement product is a product provided to customers to replace an Abbott product, usually in connection with a warranty or other quality or service concern. |  |
| [Screen 42](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43)  [63\_C\_43](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=63_C_43) | Abbott may provide a replacement product to customers at no charge to replace a new or unused Abbott product when the customer has agreed to discard or return the previous product provided, or to replace a used product based on a warranty or defect. |  |
| [Screen 43](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=64_C_44)  [64\_C\_44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=64_C_44) | There are several important requirements related to replacement products.   * The replacement should typically be on a unit-for-unit basis. * The recipient should be informed that billing for the product is not permitted if the original product being replaced has already been billed. * The reason for the replacement transaction must be documented in writing. * The product must comply with all relevant quality and packaging requirements. |  |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=65_C_45)  [65\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=65_C_45) | Quick Check  Test your knowledge now! |  |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=66_C_45)  [66\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=66_C_45) | For which business purposes may Abbott provide product at no charge to HCPs, HCIs, customers, consumers, and others?  Select all that apply. |  |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=67_C_45)  [67\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=67_C_45) | To evaluate the efficacy and performance of the product  To educate or train patients or consumers on the use of the product  To replace the product due to quality or service concerns  To encourage HCPs, customers, consumers, and others to use the product more frequently or to purchase more of the product  Submit |  |
| [Screen 44](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=68_C_45)  [68\_C\_45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=68_C_45) | That's correct!  That's not correct!  Where allowed under local laws, regulations, and industry codes, Abbott may provide product at no charge to HCPs, HCIs, customers, consumers, and others to evaluate the efficacy and performance of the product, to educate or train patients or consumers on the use of the product, or to replace the product due to quality or service concerns. Abbott never provides a product at no charge to encourage HCPs, customers, consumers, and others to use the product more frequently or to purchase more of the product. |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=69_C_46)  [69\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=69_C_46) |  |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=70_C_46)  [70\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=70_C_46) | What should a customer do with their Abbott multiple-use evaluation product at the end of the evaluation period? |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=71_C_46)  [71\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=71_C_46) | Keep the evaluation product without purchasing, leasing, or contracting for the product.  Give the product to another employee at the customer’s company.  If the customer doesn’t want to purchase, lease or otherwise contract for the product, follow Abbott’s direction on whether to return the product or destroy it.  Sell the instrument to a third party.  Submit |  |
| [Screen 45](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=72_C_46)  [72\_C\_46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=72_C_46) | That's correct!  That's not correct!  Abbott must retain ownership of the multiple-use evaluation product during the trial period, and if the customer declines to purchase, lease, or otherwise contract for the product, it must be promptly returned to Abbott (or confirmed as destroyed, at Abbott’s preference) at the end of the trial period. |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=73_C_47)  [73\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=73_C_47) |  |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=74_C_47)  [74\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=74_C_47) | If I want to give an Abbott product at no charge to a customer for a reason not listed in my local affiliate ethics and compliance policy, what should I do? |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=75_C_47)  [75\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=75_C_47) | Distribute the product free of charge to the customer.  Obtain approval from my manager only.  Draft a new procedure around the no charge product distribution.  Consult with local OEC on the possible new no charge product program.  Submit |  |
| [Screen 46](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=76_C_47)  [76\_C\_47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=76_C_47) | That's correct!  That's not correct!  The provision of no charge product must follow the procedures for the stated categories. No charge programs that fall outside our ethics and compliance policies and procedures may only be implemented with the prior review and approval of OEC and may require a policy exception. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=77_C_48)  [77\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=77_C_48) | Click the arrow to begin your review.  Review  Take a moment to review some of the key concepts in this section. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=78_C_48)  [78\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=78_C_48) | Providing Product at No Charge  Abbott may provide Abbott product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. Provision of no charge product is subject to local requirements in affiliates’ ethics and compliance policies and procedures. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=79_C_48)  [79\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=79_C_48) | Products for Sampling and Evaluation  Products for sampling and evaluation include:   * Product Samples * Single-use Evaluation Products * Multiple-use Evaluation Products.   Visit iComply or contact your local OEC representative for detailed requirements. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=80_C_48)  [80\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=80_C_48) | Demonstration Products and Products for HCPs in Training  Visit iComply or contact your local OEC representative for detailed requirements related to demonstration products and products for HCPs in training. |  |
| [Screen 47](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=81_C_48)  [81\_C\_48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=81_C_48) | Replacement Products  Abbott may provide a replacement product to customers at no charge to replace a new or unused Abbott product when the customer has agreed to discard or return the previous product provided, or to replace a used product based on a warranty or defect. Visit iComply or contact your local OEC representative for detailed requirements. |  |
| [Screen 48](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=82_C_49)  [82\_C\_49](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=82_C_49) | [1] Welcome  1 minutes  [2] Introduction  1 minute  [3] Professional Services Arrangements  4 minutes  [4] Support of Third-Party Programs and Abbott-Organized Programs  4 minutes  [5] Providing Product at No Charge  5 minutes  [6] The Impact on Our Business and Our Responsibilities  1 minute  [7] Knowledge Check  5 minutes  Learning Progress  This Topic is now available. |  |
| [Screen 49](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=83_C_50)  [83\_C\_50](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=83_C_50) | Abbott’s Ethics and Compliance Global Business Standards define our expectations for conducting business the right way around the world. You are responsible for ensuring activities comply with our Global Business Standards as well as with local laws and regulations. |  |
| [Screen 50](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=84_C_51)  [84\_C\_51](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=84_C_51) | Visit [iComply](https://icomply.abbott.com/) to get started and locate the specific policies and procedures relevant to your country.   * Use the Policy and Form Library to access the documents associated with a country and/or division. * Use Global Passport to access resources including the [HCP Cross-Border Engagement Form](https://abbott.sharepoint.com/sites/abbottworld/EthicsCompliance/Passport/Documents/Cross-Border_Engagement_Form.pdf). |  |
| [Screen 51](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=85_C_52)  [85\_C\_52](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=85_C_52) | If your local policies or procedures do not address a particular question that you have about a proposed business interaction, do not assume that the interaction is permitted.  Contact OEC if you feel unsure about a particular process or transaction. |  |
| [Screen 52](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=86_C_53)  [86\_C\_53](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=86_C_53) | Take a moment to confirm your agreement with the statements below.  I will apply Abbott’s Ethics and Compliance Global Business Standards in my business interactions.  I know that I can locate ethics and compliance policies on [iComply](https://icomply.abbott.com/).  I know what to do to get help and support.  Confirm |  |
| [Screen 53](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=87_C_54)  [87\_C\_54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=87_C_54) | The Knowledge Check that follows consists of 10 questions. You must score 80% or higher to successfully complete this course.  WHEN YOU ARE READY, CLICK THE KNOWLEDGE CHECK BUTTON. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=88_C_55)  [88\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=88_C_55) | [1] Professional Services Arrangements are used to meet specific, legitimate business needs for information, services, or advice and all required documentation must be completed before any professional services can begin. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=89_C_55)  [89\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=89_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=90_C_55)  [90\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=90_C_55) | [2] False  Next |  |
| Screen 54  Question 1: Feedback  91\_C\_55 | Professional Services Arrangements are services Abbott obtains from HCPs and others to meet specific, legitimate business needs for information, services, or advice. All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=92_C_55)  [92\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=92_C_55) | [2] Professional Services Arrangements must only be documented if compensation is provided for the services. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=93_C_55)  [93\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=93_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=94_C_55)  [94\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=94_C_55) | [2] False  Next |  |
| Screen 54  Question 2: Feedback  95\_C\_55 | All Professional Services Arrangements must be documented in a written agreement, in a form approved by Legal, even if the service provider will not be compensated for the services. For document requirements related to specific services, please consult your affiliate’s ethics and compliance policy and procedure. The required forms can be accessed in the Policy and Form Library application in iComply. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55)  [96\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=96_C_55) | [3] Abbott cannot receive sponsorship packages in exchange for providing financial support for third-party conferences, programs, or meetings. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=97_C_55)  [97\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=97_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=98_C_55)  [98\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=98_C_55) | [2] False  Next |  |
| Screen 54  Question 3: Feedback  99\_C\_55 | Abbott may purchase commercial sponsorship packages to support third party educational, scientific, and public policy conferences, programs, or meetings that have the purpose of advancing science and improving health outcomes. Refer to your local ethics and compliance policy and procedures for a full list of requirements specific to your country. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55)  [100\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=100_C_55) | [4] Abbott may organize product training and education programs to educate HCPs on the safe and effective use of Abbott products and medical technologies. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=101_C_55)  [101\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=101_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=102_C_55)  [102\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=102_C_55) | [2] False  Next |  |
| Screen 54  Question 4: Feedback  103\_C\_55 | Abbott may organize speaker programs and other events (e.g. symposia and proctorships) aimed at training and educating HCPs and other stakeholders, delivered by contracted HCPs, third party vendors, or Abbott personnel. The primary purpose of such programs must be to educate HCPs on the safe and effective use of Abbott products and medical technologies. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55)  [104\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=104_C_55) | [5] Abbott may provide product to HCPs, customers, consumers, and others free of charge for legitimate business purposes. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=105_C_55)  [105\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=105_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=106_C_55)  [106\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=106_C_55) | [2] False  Next |  |
| Screen 54  Question 5: Feedback  107\_C\_55 | Where allowed under local laws, regulations, and industry codes, Abbott may provide product at no charge to HCPs, HCIs, customers, consumers, and others to evaluate the efficacy and performance of the product, to educate or train patients or consumers on the use of the product, or to replace the product due to quality or service concerns. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=108_C_55)  [108\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=108_C_55) | [6] No charge product provided by Abbott to an HCP can be sold after the intended evaluation or demonstration is finished. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=109_C_55)  [109\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=109_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=110_C_55)  [110\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=110_C_55) | [2] False  Next |  |
| Screen 54  Question 6: Feedback  111\_C\_55 | Abbott must inform the recipient that the product is being provided free of charge and must not be sold. The product should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=112_C_55)  [112\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=112_C_55) | [7] Recipients of no charge product may trade the products to third parties, such as insurers, managed care organizations, or government reimbursement programs. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=113_C_55)  [113\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=113_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=114_C_55)  [114\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=114_C_55) | [2] False  Next |  |
| Screen 54  Question 7: Feedback  115\_C\_55 | Product provided free of charge should not be billed, charged, sold, or traded to any third-party, including any insurer or managed care or government reimbursement program. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=116_C_55)  [116\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=116_C_55) | [8] Demonstration products and products for HCPs to use in training can also be used for patient care. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=117_C_55)  [117\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=117_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=118_C_55)  [118\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=118_C_55) | [2] False  Next |  |
| Screen 54  Question 8: Feedback  119\_C\_55 | Demonstration products and products for HCPs in training should be identified as being for demonstration or educational use and not for use in patient care. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=120_C_55)  [120\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=120_C_55) | [9] Replacement products should typically be provided to customers in bulk. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=121_C_55)  [121\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=121_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=122_C_55)  [122\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=122_C_55) | [2] False  Next |  |
| Screen 54  Question 9: Feedback  123\_C\_55 | There are several important requirements related to replacement products: the replacement should typically be on a unit-for-unit basis, the recipient should be informed that billing for the product is not permitted if the original product being replaced has already been billed, the reason for the replacement transaction must be documented in writing and the product must comply with all relevant quality and packaging requirements. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=124_C_55)  [124\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=124_C_55) | [10] An Abbott sales representative can provide unlimited Abbott products at no charge to HCPs. |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=125_C_55)  [125\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=125_C_55) | [1] True |  |
| [Screen 54](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=126_C_55)  [126\_C\_55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=126_C_55) | [2] False  Submit |  |
| Screen 54  Question 10: Feedback  127\_C\_55 | The quantity of the products provided at no charge must be reasonable and limited to what the recipient needs for the particular demonstration, educational, or training purpose. |  |
| [Screen 55](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=128_C_56)  [128\_C\_56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=128_C_56) | No results are available, as you have not completed the Knowledge Check.  Congratulations! You have successfully passed the Knowledge Check.  Please review your results below by clicking on each question.  Once you’re done, click the forward arrow to take a short survey.  Sorry, you did not pass the Knowledge Check. Take a few minutes to review your results below by clicking on each question.  When you are done, click the Retake button. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=129_C_199)  [129\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=129_C_199) | This survey is optional.  Important: Whether you choose to complete the survey or not, you must click the EXIT (X) icon in the course title bar to complete the course and upload your results. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=130_C_199)  [130\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=130_C_199) | [1] How would you rate this course overall?  Bad  Poor  Average  Great  Excellent |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=131_C_199)  [131\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=131_C_199) | [2] Please further explain your rating. |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=132_C_199)  [132\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=132_C_199) | [3] As a result of this session, I have a better understanding of Global Business Standards: Selected Topics.  Strongly Disagree  Disagree  Neutral  Agree  Strongly Agree |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=133_C_199)  [133\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=133_C_199) | [4] To what extent is the content covered in this course relevant to your work?  Not at All Relevant  Not Really Relevant  Undecided  Somewhat Relevant  Very Relevant |  |
| [Screen 56](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=134_C_199)  [134\_C\_199](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=134_C_199) | [5] Which of the topics covered in this course would you like to learn more about?  Click the Upload button to complete the course, upload your data, and close the course window.  Upload |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=135_C_200)  [135\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=135_C_200) | Where to Get Help |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=136_C_200)  [136\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=136_C_200) | Manager OR SUPERVISOR  If you have a question or need guidance about potential concerns involving the Global Standards, speak with your manager. |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=137_C_200)  [137\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=137_C_200) | WRITTEN STANDARDS  Visit [iComply](https://icomply.abbott.com/Default.aspx) and use the Policy and Form Library to access the ethics and compliance policy and procedure specific to your country for further guidance.  For our company’s fundamental set of expectations about interactions with others, consult our [Code of Business Conduct](http://www.abbott.com/investors/governance/code-of-business-conduct.html). |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=138_C_200)  [138\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=138_C_200) | Office of Ethics and Compliance (OEC)  The OEC is a corporate resource available to address your compliance questions or concerns.   * Visit the [Contact OEC](https://icomply.abbott.com/Apps/ComplianceContacts/) page on the [OEC website](https://abbott.sharepoint.com/sites/AW-Ethics_Compliance) on Abbott World. * Visit [Speak Up](http://speakup.abbott.com/) to voice your concerns about potential violations of our Code of Business Conduct or policies. [Speak Up](http://speakup.abbott.com/) is available globally, 24/7 in multiple languages. * You can also email [investigations@abbott.com](mailto:investigations@abbott.com). |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=139_C_200)  [139\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=139_C_200) | Legal Division  If you have questions about laws and regulations that govern our relationships with customers and business partners, the Legal Division can assist you. Click [here](https://abbott.sharepoint.com/sites/AW-Abbott-Legal/SitePages/lho.aspx) to access the Legal home page on Abbott World. |  |
| [Screen 57](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=140_C_200)  [140\_C\_200](http://www.learnex.co.uk/test/AbbottProServices/courses/EN-US/course/index.html?showScreen=140_C_200) | Course Resources  Transcript  Click [here](file:///C:\dev\AbbottProServices\courses\EN-US\translation\reference\Transcript.pdf) for a full transcript of the course |  |
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| 142\_toc\_2 | Global Business Standards: Selected Topics |  |
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| 183\_string\_1 | The Course cannot contact the LMS. Click 'OK' to continue and review the course. Note, Course Certification may not be available. Click 'Cancel' to exit |  |
| 184\_string\_2 | All questions remain unanswered |  |
| 185\_string\_3 | Questions |  |
| 186\_string\_4 | Question |  |
| 187\_string\_5 | not answered |  |
| 188\_string\_6 | That's correct! |  |
| 189\_string\_7 | That's not correct! |  |
| 190\_string\_8 | Feedback: |  |
| 191\_string\_9 | Global Business Standards: Selected Topics |  |
| 192\_string\_10 | Knowledge Check |  |
| 193\_string\_11 | Submit |  |
| 194\_string\_12 | Retake |  |
| 195\_string\_13 | Course Description: This course was designed to help you apply our Office of Ethics and Compliance (OEC) Global Business Standards in common business interactions that occur while engaging in professional services arrangements, providing product at no charge, and training and education support. |  |
| 196\_string\_14 | Menu |  |
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| 202\_string\_20 | Comment... |  |