

BIOMED TECHNOLOGIES NEWS

SEPTEMBER 2015

VOLUME 2, ISSUE 3

AED's in non-medical environments



Sudden Cardiac Arrest (SCA) can happen to anyone, anytime, anywhere. AED's were created for use outside the

hospital by minimally trained lay-persons to help save a life in the critical first minutes.

When an AED is located in a non-medical environment intended for public access, such as an office building, restaurant, hotel, school, shopping mall, etc, there is not always a good mechanism to ensure the AED's are being checked on a regular basis.

This is a [link](#) to a tragic story of a County Courthouse that **failed to test** their AED's for **six years**.

Biomed Technologies can work with you to develop a plan that will ensure any AED, no matter where it is located, is **always ready to save a life**.

BIOMED Technologies

111 Howard Blvd., Suite 100B
Mt. Arlington, NJ 07856

Phone: (800) 928-6221
Fax: (973) 770-8088
Email: service@BiomedTechnologies.com

**YOUR MEDICAL
DEVICE REPAIR,
CALIBRATION, AND
INSPECTION
SPECIALIST**

Customer Recognition



We continue to recognize you, our valued customers for your continued support. We understand that you

have choices when it comes to your Biomedical Services provider. Our goal is to earn your trust and grow it with each encounter you have with Biomed Technologies. We appreciate your loyalty.

Our newsletters will continue to recognize our loyal customers, in 5-year increments as they renew their service agreement.

15 YEARS
Endoscopy Center of
Hackensack
Glen Ridge Surgicenter
Queens Village Dialysis

10 YEARS
Delaware Valley Dialysis
Manhattan Podiatry
Utica Ave Dialysis

5 YEARS
Kidney Life Dialysis
Surgicare of Jersey City

Conference Season

Biomed Technologies will be attending three conferences again this year. September 24th is the SCC Conference. October 15th is the NY Metro ASC Conference, and October 29th for NJAASC. This is our

5th year as a silver sponsor at NJAASC.

We look forward to these conferences all year. It's a great opportunity to interact in a relaxed atmosphere. Your feedback and

thoughts are very important.

So, stop by our table and say, hello. Pick up one of our silly & fun giveaways, and maybe even "talk shop".

Social Media

Why not tell the world what you think about Biomed Technologies? Follow and like us on our social media

sites. Simply click on an icon and you will be whisked to that page faster than you can

say, "Facebook".



INSIDE THIS ISSUE:

<i>AED's in non-medical environments</i>	1
<i>Customer Recognition</i>	1
<i>Conference Season</i>	1
<i>Social Media</i>	2
<i>From the Corner Office</i>	2
<i>Employee Spotlight</i>	2
<i>Loaner Equipment</i>	2

BIOMED Technologies

111 Howard Blvd., Suite 100B
Mt. Arlington, NJ 07856

Phone: (800) 928-6221
Fax: (973) 770-8088
Email: service@BiomedTechnologies.com

**YOUR MEDICAL
DEVICE REPAIR,
CALIBRATION, AND
INSPECTION
SPECIALIST**

From the Corner Office—Keith Kimble

I was speaking with a customer a few weeks ago. She is a surgery center administrator. As our brief conversation was wrapping up, I asked about her perception of how we are performing for her center. She told me that she was very pleased. We arrive quickly when called. The technicians are always courteous, and very respectful of their patients.

Respectful of their patients! It wasn't until after I hung up the phone that the comment sunk in. Clearly that was important enough to notice and comment on.

One of the cornerstones that

Biomed Technologies was founded on was to bring back customer service to the medical setting. There are many traits we look for when recruiting a new technician. There is more to being a good biomedical technician than just fixing medical equipment. In fact, I have said for many years, "Most any biomed can simply fix these things", a good biomed must have many other attributes. Honest, observant, good communicator, helpful, proactive, respectful, etc. And the most important question to ask himself (or herself) when completing a repair or inspection is: Would you use that piece of equipment on yourself, or a family member? If the

answer is not yes, you are not done!

A great deal of time at our monthly staff meetings is spent on "soft skills". Because we know that is one thing that differentiates us from other biomedical service providers. Anyone can say they will be able to do it cheaper, but at what expense?

Please go to our web site or one of the other social media outlets. Post a comment about anything. Feedback on our performance, a new service we could offer, your favorite book or TV show.....Whatever.

Employee Spotlight - Amanda Callender



I am a Certified Biomedical Equipment Technician here at Biomed Technologies. Although a NJ native, I lived in Virginia for 10 years where I received my Associates Degree in Biomedical Equipment Technology.

I have been with the company for five wonderful years and received my Certification three years ago. One would think be-

ing the only female technician I would received some sort of special treatment. No such luck.

I am married, and have two small dogs that run my household. In my spare time I enjoy reading, watching sports and relaxing around the house. The best thing about my job is CAKE!!! We eat lots of cake.

Loaner Equipment



The first question we get when a service call is placed on a vital piece of equipment is, "Do you have loaners?"

The answer is, YES.

Available are Defibrillators,

AED's, Patient Monitors, EKG Machines, Suction Pumps, Scales, Anesthesia Gas Monitors, Vaporizers, Autoclaves, and Oxygen Concentrators to name a few.

Our loaner inventory is composed of the most popular models that we find in our customers' facilities. Every effort is made to provide the same model to minimize the impact of familiarization before use.

Although there is a large inventory of loaner equipment, it is not unlimited. We will, on occasion, have to say, "I'm sorry, a loaner is not available."

Quite frankly, purchasing and maintaining all this loaner equipment isn't cheap. We simply ask two things, a nominal \$100.00 fee for use, and return it in the same condition in which it was received.



Recent reports say there may be more than **7000 homeless military veterans** in New Jersey alone. That is a staggering number. These Heroes and

their families need our help now to survive. Please, click the link to learn more about this wonderful organization and how they help our homeless vets. Then

lets show our gratitude and compassion!

www.OperationChillout.org