

# BIOMED TECHNOLOGIES NEWS

JUNE 2017

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## Fire Hazard



For 29 years we have removed these **cheap, non-compliant** receptacle busses from Operating Rooms, Recovery Rooms, and other patient care areas.

We always explain why they are not compliant. This picture shows only one of several things that can happen, especially when something that draws high current, such as an autoclave is plugged into it.

Biomed Technologies techni-

cians always carry the correct, compliant, SAFE receptacle busses. They can be installed when the incorrect receptacle busses are removed so there is no down-time or inconvenience.

All of our techs have had that same feeling of dread when we have to say that the cheap, Radio-Shack special (that you've been using) is no good, but I can sell you the right one.

Thankfully, most everyone understands when we explain the reasons for replacement. The most difficult though, is when we have a new customer that has been with another biomedical services provider.

We inevitably hear, "We have been with X company and they said it was ok". Well, we cant tell you why they said it was ok, but here is the NFPA regulation.

At Biomed Technologies, our job is not tell you what you have to do. We don't enforce regulations nor report anyone for non-compliance. Our job is to help you provide safe and effective healthcare delivery. We help you make informed decisions.

So the next time we say that we have to remove a non-compliant receptacle buss (or other piece of equipment) from service, it's because we are giving you our best advice.

## BIOMED Technologies

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**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.

### 5 YEARS

Cheltenham Dialysis  
Childrens ASC of NJ  
City Line Dialysis

Malo Amb. Surg. Center  
Millennium Healthcare  
Montage Home Dialysis  
North Haledon Dialysis  
Oradell Animal Hospital  
Pilgrim Medical Center  
West Morris Surgery Center  
Woodbridge Dialysis

### 10 YEARS

Bedford Park Dialysis  
Surgicare of Wayne  
Shahar, Dr. Yoel

### 15 YEARS

Professional Pain Management Assoc.

## 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".



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## *Your Opinion Matters !*

After most customer encounters (service calls, equipment inspections, PM's, etc.), we send a Customer Satisfaction Survey.

I read each and every one that is returned. Why? Because what I think doesn't matter. It is your opinion, your assessment of how we perform that is important.

The vast majority of the surveys come back with very positive responses. We are very proud of these and encourage everyone to post any comments on our performance on our web site or other social media sites. We do however, occasionally receive a survey back with less

than positive feedback. Those are the ones that I really dig into. What did we do, or not do. Did we drop the ball? Was there a miscommunication? When I have all the information I can gather on our end, I call the person that completed the survey to get her (or his) point of view. Those phone calls can be tough but without candid feedback, we can't improve.

Over the last several months we received feedback that our communication was lacking in some instances. A few pieces of equipment that was either brought in by one of our techs (or shipped in) for repair and then weeks passed before the equipment was returned to the

customer. To make matters worse, we didn't communicate with a few of our customers while we had their equipment. There is virtually always a good reason why we can't get a piece of equipment back in service within a few days. But there is not a good reason not to keep a customer informed of the progress

We are working on a procedure to ensure better communication. You should never have to call and say "So, you have had my \_\_\_\_\_ for two weeks and I haven't heard anything".

-- Keith

## *Employee Spotlight - Chris Poulsen*



As the Service Manager at Biomed Technologies, I get to enjoy working closely with everyone on our team. I have been a Biomedical Technician for more than 30 years, and have been a Certified Biomedical Equipment Technician, or CBET, since 2001. I have written articles for the Journal of Clinical Engineering, Biomedical Instrumentation and Technology, and the Philips Bio Tech Digest.

I live on Lake Hopatcong with my wife and our 3 cocker spaniels. I enjoy boating on the lake, and I serve as a volunteer for the Lake Hopatcong Foundation, which aims to improve and enhance the lake experience and environment. I have assisted the foundation's multimedia team for its annual block party, and acted as a coordinator/host for a foundation art event.

I have more hobbies than any adult probably should. I collect WWI and WWII militaria, restore and collect musical instruments, and I have started to collect vintage computers. My latest hobby is 3D printing. It's great to have the ability to design, customize, or tweak something and then be able to create it –

if you can think it, you can make it!

June 2017 marks my 10<sup>th</sup> year at Biomed Technologies. Longevity with any organization hinges upon the people that you work with. Vince Lombardi said "Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work". That is certainly true at Biomed Technologies, and I am proud to be a part of the team.

## *Operation Chillout*

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 let's show our gratitude and compassion!

[www.OperationChillout.org](http://www.OperationChillout.org)

