



C.M.I.A. NEWSLETTER

Central Coast Chapter

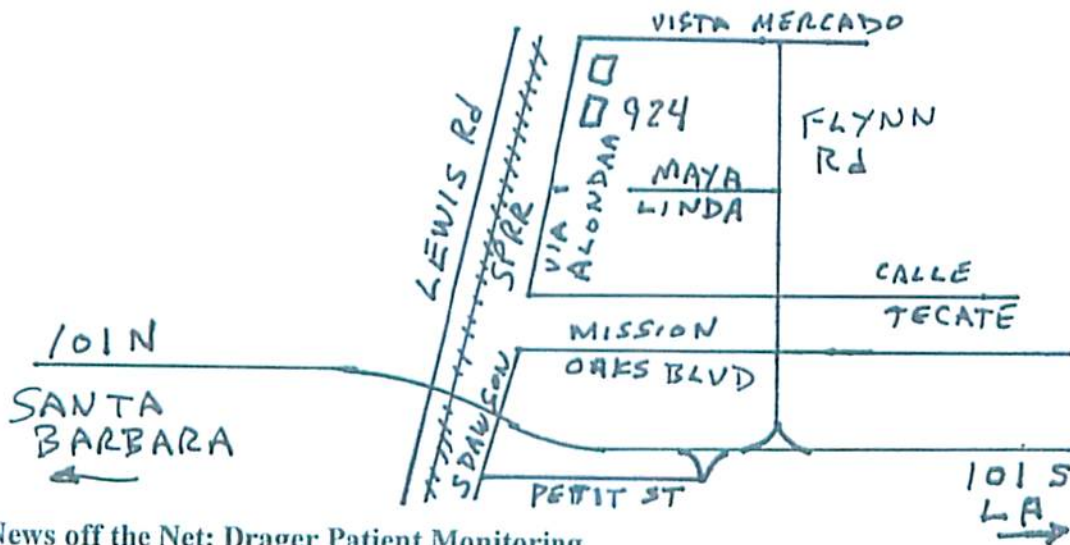
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The August meeting will be a site visit to North American Imaging in Camarillo. Directions: From the North: exit at **Dawson Rd**, right turn onto Petit St, right onto S Dawson Dr, right onto Mission Oaks Blvd, left onto **Flynn Rd**, left onto Calle Tecate, right onto Via Alondra, right at #924. From the South: Exit 101 at **Flynn Rd**, take Flynn to a right on Calle Tecate, right onto Via Alondra and proceed to #924. Dinner will be decided following the site visit. Site visit starts promptly at 4:30 PM.



News off the Net: Drager Patient Monitoring

We are getting ready to purchase Patient Monitoring System and am not familiar with the Drager Delta system? Does anybody have any service related issues? I know the big three in Patient Monitoring GE, Philips, Spacelabs. Renee Lindstrom Biomedical Equipment Support Specialist

I have had Drager monitors in my Medical Center for 15+ years. The Delta monitors have been very reliable for us. I have replaced a few NIBP pumps along the way- but that has been after a number of years of use.

There are only a few boards in the unit and most of the functions run thru the main board. The cost of that is pricey->\$5000, but I believe the flat rate repair on the unit is around \$2500. I'm pretty sure most manufacturer's have you in the repair parts department anyway. Deb Klein, CBET Clinical Engineering

What are you doing when OEM'S don't provide manual - I don't let the OEMs NOT provide svc manuals:

Fellow Biomed, the service manuals issues is a constant plague on our industry. It is a constant thread here on Biomedtalk. I do get/have service manuals from Stryker, Medtronic etc...or if they don't have a formal service manual, I require them to provide, schematics, drawing, procedures, copies of their CE or UL certificates, factory test and QC test procedures etc. At the point in time when the salesman is in my office wanting a "sticker" to demo the device in the O.R. I make them cough up the .pdf documents as the price of admission, no manuals, no sticker, no sale. It's very effective strategy. The louder they whine the firmer your resolve must be. I have a few folders full of pdf service manuals for things we never ended up buying but more importantly I collect the manuals my team needs to have to do the job, no stories, no BS. And guess what else I do, not only do I get the manuals for what the salesman wants to demo/sell that day, but I go back and make his company cough up any and all manuals they have been delinquent in providing in the past. Does this work you ask? I have a network drive jam packed with Service and operators manuals from many companies who regularly claim they don't provide them. I have had the pleasure of phone conferencing with OEM big wigs all trying to tell me I am the only biomed who has ever asked them for this stuff. (What are the rest of you doing out there?) I stick to my guns no matter how they whine and squirm and I tell them it's my way (the NFPA way) or the highway.

As a biomed YOU have only one point in the equipment's life cycle when YOU can reliably get the service manuals and that is when YOU have the salesman over a barrel wanting a "sticker" If YOU as a biomed choose to miss this opportunity, then YOU have only yourself to blame.

Service manuals (or the equivalent documents) can be had but it is up to YOU to use the power of your "sticker" to make it happen.

Biomed across the country and throughout the profession need to employ similar methods and practice in large numbers in order to turn the tide of OEMs who claim they don't provide service manuals. Every one of you who rolls over for the OEMs on the service manual issue is hurting the industry as a whole.

fair winds, J. Scot Mackeil CBET, Plymouth Ma.

J. Scot, I admire your resolve, it sounds like you have been very successful with your approach. I do have a couple of questions though. Do these manuals you get from Stryker show you parts lists? If so, do you get to order them? Brian Lefler, CBET Pinehurst, NC

There is one thing you have that others do not to be successful with this approach. That is support from your hospital and your management team. In all the facilities that I have worked, not approving a piece of equipment if service documentation was not provided has resulted in a not so favorable outcome for this process or myself. I attempted, once again, a similar approach not to long ago and received an extremely negative response from hospital management. I commend you on your successful process and look forward to the day that these standards apply across the board. Jayme

It is something that has to be sold by department management to administration.

Primary selling points are downtime and cost- We can fix it faster and cheaper given the proper tools. We can also keep it going longer often past the point of non-support by the OEM.

A service manual is a tool just like a safety analyzer or a screwdriver.

Bottom line is we can help the bottom line.

They are a requirement of purchase in the hospital system I work for. It is written into the standard contract. It still has to be enforced by the person doing the incoming inspection. In my humble opinion it should be standard language in every hospital's purchase contract. It might be a good goal to set for every state and regional Biomed association. Not providing service manuals or schematics is one of the ways OEM's cut us out of the repair loop enabling them to increase their profits at the hospital's expense. When this happens our systems suffer and our profession suffers. Knowledge IS power. Money TALKS I cannot tell you how many times I have heard "you are the only one asking for this" methinks it may be a lie. People generally hate to be "the only one" and will back down when they hear it. When I do not back down I get the service manual or they get their equipment back and we find a different company. Kevin Melvin BMET III, CBET Clinical Engineering Legacy Health

I must agree with you. You must have support. Maybe you have already tried going through your Safety / EOC Committee to get support but if you haven't, please explain to them the situation (why the INFO is needed, sometimes it's not so obvious to other healthcare workers) and then the Safety Committee and Safety Officer should stand behind your process.

This forum has shown several ideas: Place a line on the Purchase Order for the Manual. We require a no charge PO even for equipment evaluations so that all parties are kept informed of evaluations and possible new equipment.

Stop the evaluation until the needed documentation is provided.

Some vendors may say they have NO manual, well then ask for an operations manual, documentation on any Safety warnings, PM / calibration procedures, equipment cleaning information and warranty.

Documentation of staff training before use is also very important.

Your Medical Equipment Management Plan policy or Purchasing policy should be revised to reflect the procedures. Then you will have an approved policy with Administrative support, to show the vendors. George Dudchuck

Hospira Plum A+ battery issue:

I was curious if anyone has had problems with certain batteries in the PlumA+ infusion pump. I recently replaced the batteries that came with the pumps (Sonnenschein) with a PowerSonic PS-640F1. The local service rep thought these batteries would be fine, but since replacing them I have had numerous Malfunction 13 (E437) error codes on several pumps. This error is a general software error that I was told by Hospira could be caused by a low battery. There have been 25 work orders on this problem just in the past month. We own 124 of these pumps. We have owned these pumps for 4 years and I do not recall seeing this error before I replaced the batteries. The problems started 4 months after replacing the batteries. No other changes have been made to the pumps.

I wanted to find out if anyone else has had the same issue, since I am contemplating replacing the batteries. Ryan Titus, CBET

We had issues several years ago when we were supporting an equal number of UPS's when using the PowerSonic batteries. We switched to Panasonic and no more problems. The quality at PowerSonic doesn't seem to be what it is at Panasonic. Craig Hunter

It's my personal opinion from experience to only use Sonnenschein or Panasonic in Hospira pumps. Yuasa is a close third. Stay far away from PowerSonic. I agree with other posters- PowerSonic's quality is very low. Jeff Moser

Valley Lab won't do repair!!!

Has anyone found a way to get around the Valley Lab issue, where they won't repair anything you didn't buy from them. I have a couple of units with an E-16. They will not sell anyone parts to fix this issue and they won't let me send it in because we are not the original owner.

Aaron C. Forst Southwest Medical Corporation

Am I missing something? When does a vendor have the right to say you are not a valid owner? Isn't it up to them to prove you stole it, if that is their suspicion? Most vendors keep a database of stolen equipment, or at least they used to. It does appear to be a policy driven more by a desire for new sales than attempting to protect legal owners. Ron Morey

As a frequent caller to Covidien, former employee, and recipient of training on their various units, I think there is a communication breakdown somewhere in their organization. This is not the company I know, nor the way I am used to them doing business. If it is a new policy, it is probably due to all the other medical device manufacturers getting away with treating us this way. I have been battling some of these companies for the past few years, and have attempted to educate my customers in how to prevent these types of issues...I feel an article coming... :/
Mickey A. Couvertier, CBET, CLRT President/Senior Technician CRC Biomedical Services and Consulting

I have recently had the same error on one of my FX units and called the company to get a part number for the control board and as soon as I told them what the problem was they informed me that I would have to send the unit in for repair because there had been a Quality issue with this error. We are the original purchaser of the equipment so I did not have any problems with that aspect but the repair is being completed at no charge and they send out a loaner. You may want to go to them at that angle and maybe they will take care of the problem.

It should not matter if you did not purchase it from them, just that it was not stolen. Talk to customer service and tell them the problem and they should initiate the return. They said that they sent out notification of this problem earlier in the year but for some reason I did not get the notification.

William "Bill" Mohr, CBET Director, Biomedical Services Nacogdoches Medical Center

I have an FX-C unit that we bought from Medeco. It kept throwing the F-16 error so we tried to get Valleylab to repair the problem. They told me the problem was actually a grounding issue on the control board like Bill has explained. They told me also that it was an in-house repair only and I would have to send it in. But, when I gave them the serial number they found out that I had not purchased the unit from them so they would not repair it for me. They were nice enough to tell me who bought the unit from them so I contacted them to see if they would send it in for the repair but they would not help. Years ago I had the same experience with Valleylab when we bought an RF unit for TMJ's.

I ended up sending the unit back to Medeco and they had an X-Valleylab employee working for them that knew what the repair was. I just called them and they can still do the repairs so give them a call. <http://medeco-inc.com/> Jody Marz,CBET

The ironic part about this entire situation is that Valleylab won't fix a piece of equipment because you are not the original owner. This is coming from a company that is no longer the original company since they have been bought themselves. Things that make you go, HmMMMM!

Aldo Nichini Director, Clinical Engineering Atlantic General Hospital

Someone correct me please but it is my understanding that if you have a bill of sale showing transfer of ownership, that a vendor is required by law to support a current model. Not saying free but otherwise they would be encouraging non OEM parts and essentially bypassing the FDA. So, I would have not taken no for an answer. Keep bumping it their corporate ladder until you get results. Ronald A. Hulin II, CE, CBET St. Peter's Hospital Albany, NY

Error 16 can be caused by the 5V power supply (measured at TP8 and TP9 on the main board) drifting below about 4.8 while keying the unit. The supply can be tweaked up to 5.1 or 5.2 volts to keep this from happening. Also check the connections for the 5/±12 supply to the main board. Ryan Stalcup TRMC Sunnyvale TX CREST Services

Spacelabs 90309 touchscreen:

I've been having trouble at a remote clinic with these monitors displaying the touchscreen grid. I've seen this problem occur during its boot up, but I've also seen it occur during use. The whole problem is with the plastic bezel. The unit operates perfectly with the touchscreen array pull out of the plastic bezel. The problem was fixed on the 1st one last year by cleaning the inside of the plastic bezel so the IR LEDs transmitted better thru plastic. But I've recently had 2 more units that have the same problem and cleaning the bezel is an intermittent fix. I clean the outside of the bezel with alcohol and the unit will not pass self test for quite a few minutes until the alcohol evaporates. So I'm thinking that the bezel plastic might have had chemicals used on it by the department that's not compatible with plastic. Has anybody seen this occur on their monitors. Jody Marz, CBET

We are exclusively Spacelabs...Over time, the bezel will warp; off the monitor, works fine, attach to monitor, get grid screen...cure: warm the bezel with a heat gun, place a heavy weight over the top of it (bezel being on flat surface), let it cool a few hours. Billy Guttery

Verathon strikes again...

Long story short, we're trying to finish the installation of the ScanPoint software to let me calibrate a BVI9400. But now the problem is that between my IT department and the long-haired galoots at Verathon, apparently Verathon doesn't know how to change their software to allow proxy servers to work thru their software. In other words, their software is not "proxy-aware". And the only other cure would apparently be to get a static IP address on my end, which is about as likely to happen as us getting a foot of snow here today. (Considering that it's at least 100F out there right now, and hit 109 yesterday, this is NOT likely to happen!) SO... has anyone else had difficulty in installing Verathon's software? And getting it to run??? Ray Brown, CBET, KB0STN

We have individual laptops here at our facility and each have a copy on it. Individuals have separate passwords. Ours tend to work reliably and except for a few of us who don't have them due but once a year, and forget the process it is pretty easy. Bob McElroy CBET

Mac5000 Display Led:

I'm working on a GE Mac5000 and the display is bad. Does anyone know where to get a non OEM display? John Cavalero

We get ours from lcdpanels.com, tell them who made it and they will get you the right one, and if it needs an inverter board, that too. Richard Crutcher

I found that Flat panel Design group out of California offers the best pricing on LCD displays. They have a medical specialty group and have exact OEM displays at a fraction of the price. Be careful of the serial number on the MAC5000, there are at least two different displays used in these devices. Robert, Laurence

FPD Design Group and LCDPanels.com are the same company -based out of Fontana, California. You can reach us at 888-394-6077 or by sending a part number request (or pictures of your display) to sales@lcdpanels.com

On the OEM display for the GE MAC5000's, please look for a part number that starts with an "NL" or "LQ" such as NL6448BC33-46 or LQ10D421.

For the inverter, I think these used something that started with a 104PWxxx.

Also, if the display isn't cracked, we do offer a core-exchange credit if you're interested in saving a few more bucks on a replacement display. Best Regards,

Joseph Kovach FPD Design Group 909.355.3200 x204

sales@lcdpanels.com www.lcdpanels.com www.lcdrepair.com

I also have a 5000 with a problem. Remote location - nurse reports they have a white display - no graphics, just started Friday afternoon. Not having worked on these before, I would appreciate a heads up before I go out there. Jim Filer

I would try reseating all the connections for the display. I have seen this several times and that would correct the problem. Jesse Simpson

I would have the techs turn on the MAC 5000, open and close the cover while watching the display. I have seen the ribbon cables going from the mother board to the display cause display problems. Continuous opening and closing the cover eventually breaks the ribbon cable. Normal wear and tear. Jeff Biffle. CBET St John Medical Center Tulsa OK

LED screens: White or image with single vertical lines spaced regularly have been fixed by removing and reapplying input power for a hard reboot. Editor

TriMedx Opportunities- U.S.

Biomedical Equipment Technician (Sacramento, Los Angeles, Birmingham, Central Indiana) These will be mostly in-house biomedics with varying levels of experience.

Imaging Equipment Technician (Los Angeles, Sacramento, Indianapolis, Westchester, NY) These will be regional field service with little to almost NO OVERNIGHT travel, x-ray OR CT OR MR - have one and we'll train you on the others.

Lab Equipment Technician (Los Angeles, Sacramento) Must have worked previously on hospital lab equipment in a hospital setting. Full benefits, paid mileage where applicable, competitive pay, and training. Some of the positions are hospital employees, some of them are TriMedx employees. You can apply at trimedx.com/careers OR if you feel more comfortable, email me a resume AND cover letter.

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