

NCBA News

November 2002

The Newsletter of the North Carolina Biomedical Association

Vol. 22, No. 6



Boyd Campbell, CBET, CRES
NCBA President

President's Forum

As the Symposium is now only a few days away its still not too late to register and attend and 24th Annual Symposium and Vendor Exposition. Included in this newsletter is the registration form, event schedule and a Symposium preview by our Vice- President, Linda Leitch. We will be accepting registrations each morning at the registration desk located at the stairs to the main entrance of the vendor expo area. This years symposium once again is shaping up to be another success in the history of the NCBA and we invite everyone to take part.

Within the covers of the NCBA News you will also find two excellent technical articles from Britt Carter and Glenn Scales as well as an article from Sally Goebel oh how to fix the customer.

With this being my last letter from the president, I would like to thank all those who have contributed to the association over the past years. Firstly, I would like to thank the membership for your support over the past year. Due to your interest and commitment to the association once again we have obtained the recognition of being the largest state biomedical association with a membership of 475 members this year. Secondly, I want to express my appreciation to the many vendors who have supported NCBA over the past year. With your aid and assistance the association has been able to offer quality classes throughout the year and not to mention the symposium, which would not have been possible without you. Last but not least, I want to express my deepest appreciation to those who have given of their time and talents working to keep the NCBA strong and vibrant. There have many people who have worked tirelessly to make the NCBA what it is today.

I also want to encourage anyone who is interested in the future of the NCBA to become involved. The association is always looking for people who want to see the biomedical profession progress. If you are this person we urge you to run for the Board of Directors or serve on one of the many committees.

On behalf of myself and the Board of Directors, we want to wish everyone a safe and happy holiday season as well as a prosperous New Year.

Boyd

Inside This Issue:

<i>President's Forum</i>	1
<i>NCBA Officers</i>	2
<i>NCBA Board Minutes</i>	3
<i>Dollars and Sense</i>	4
<i>WindowsXP Tips</i>	5
<i>Fixing the Customer</i>	6
<i>Event Schedule</i>	7
<i>Registration Form</i>	8
<i>Centrifuge Safety</i>	11
<i>Symposium Preview</i>	11

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Glenn Scales (Editor)

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Ken Bissette, Ken Logan, Charles
Worrell

Hotel Coordination:

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Boyd Campbell (Chair), Dan Harrison,
Helen Jones, Linda Leitch, Charles
Worrell

Historian:

Glenn Scales (Chair), Obie Godley,
Charles Worrell

NCBA News is an information service of the North Carolina Biomedical Association (NCBA). It has a distribution of about 500 and is published six (6) times per year. Articles and ads are due on or before the first day of odd numbered months. The newsletter is mailed on or about the 15th day of the odd numbered months.

While the NCBA makes every effort to assure that its content is accurate, articles are the products of individual authors and the NCBA is not responsible for the content.

NCBA News intends to disseminate information and ideas to its subscribers. While the NCBA News accurately reflects the source of the articles, the content is of variable quality and validity. The Newsletter Committee will attempt to verify all articles, but neither the Editor nor the NCBA is responsible for information.

YOUR HELP IS NEEDED!!! Articles of interest to our readers are constantly needed and frequently in short supply. If you have written any articles that may be of interest to our readers, submit it to Newsletter Editor, Glenn Scales, at editor@ncbiomedassoc.com.

NCBA Board Meeting Minutes - Friday, November 8, 2002

Pinehurst Hotel & Resort, Pinehurst, NC

Boyd Campbell called the meeting to order at The Carolina Hotel at Pinehurst, North Carolina at 10:11 a.m.

Present: Boyd Campbell, Helen Jones, Linda Leitch, Mark Renfroe, Christina Fleming, Sally Goebel, Charles Worrell, Diane Aker, and Brian Poplin. Guest: Glenn Scales.

Absent: Dan Harrison and Dale Allman.

The minutes of the September meeting were reviewed. Mark moved that they be accepted as submitted, Linda seconded. The minutes were approved.

Treasurer's Report: Charles Worrell

Charles reported that our taxes had been filed on October 10. He had to refile for the last three years and reclassify every expense according to the IRS classification that we qualified for during that time. For example, memberships had to be classified as contributions for us to be non-profit. To date we have received \$12,000.00 towards the symposium expenses.

Membership Report: Christina Fleming

Christina reported that there had been no changes in the membership numbers for this year.

Education Report: Linda Leitch

No report.

Rules and By-Laws: Boyd Campbell

No report.

Newsletter: Glenn Scales

Glenn needs Boyd's letter and Helen's minutes as soon as possible to get the November newsletter out in time for the Symposium.

Nomination Committee: Helen Jones

Helen reported that she had five definite candidates for the five board

seats that are to be vacated in December. She needs five more in order to give the membership some choices.

Charles made a motion to accept all reports as submitted. Diane seconded. The motion passed.

25th Anniversary Planning: No report

2003 Board Planning Retreat: Boyd Campbell

The board retreat will be at the Spring Maid Resort, Myrtle Beach, S.C. February 7-8, 2003. The web address for the resort is

www.springmaidbeach.com.

New Business

Future Hotel Planning: Helen Jones, Glenn Scales, and Charles Worrell

Helen, Glenn, and Charles visited the Sheraton at Research Triangle Park to investigate its suitability for a future NCBA Symposium site. The group was impressed with the facility and the staff. Helen will prepare a spreadsheet for the board to review at the Retreat so that cost and amenities can be compared between Pinehurst and the RTP Sheraton. It was suggested that

we might solicit the members' feelings regarding moving the Symposium.

Hotel Accommodations: Helen Jones

We have booked 242 room nights to date. Our requirement is 310 room nights in order to receive the meeting space at no additional charge.

Education: Linda Leitch

The classes are set. We will need to borrow as many as six LCD projectors from any facility that can loan them. This will cut our costs considerably on A/V rentals. The speakers are confirmed.

Vendor Relations: Mark Renfroe

All the vendor preparations are in order. There are 52 paid booths to date. There are five more definites whose registration has not been received. GE will sponsor a Hospitality Suite on Monday evening following the NCBA's Vendor Reception.

We need 18 more vendors to make our budget. The list of vendors was divided up between board members. Each board member is to call those vendors who have not registered and remind them that the meeting is approaching.

Continued on page 10

NCBA News is accepting advertising that relates to biomedical equipment and of interest to our readers. Suggested subjects are: Positions Desired, Positions Available, Biomedical Equipment Wanted or For Sale (New or Used), or Announcements of Educational Opportunities or Service Schools in the area.

Advertising is open to all individuals, hospitals, and companies. The decision to carry a particular ad or classified will be the decision of the Editor with support of the NCBA Board. Either jpeg or tiff files of the actual size ads is required. **Corporate Members please remember what free advertisement your membership allows.** Please contact the Newsletter Editor for other pricing.

Prepayment of all advertising is required.

Classified Advertising

Except "Position Wanted" notices by members (one ad per year – limit 50 words – no charge) the following ad rates apply:

Full Page	\$100. ⁰⁰
Half Page	\$50. ⁰⁰
Quarter Page	\$25. ⁰⁰

If the ad is a single page to be included as an insert, the advertiser will pay all additional printing and handling costs. Placement of non-member ads is on a "space available basis. Advertising that is to be printed in color will include all additional costs to prepare and insert the color page.

Dollars and Sense

By Charles Worrell, NCBA Treasurer

Account balances as of 11/03/2002:

Checking:		\$31,809.72
CD's:	XX205	\$24,276.67
	XX257	\$23,910.52
Scholarships:	Eddie Whisnant	\$600.14
	Norm Reeves	\$600.14
Asset Liability (tax)		\$2,125.00

The overall "Profit and Loss" for this period was \$9,867.35

(Income highlights)

Interest Income	\$125.00
Corp.Memberships	\$8,400.00
Individual Memberships	\$300.00
Student Memberships	\$82.00
Symposium Registrations	\$4,118.00

(Expense highlights)

Newsletter	0.00
Symposium '02	\$1,209.00
Telephone	\$116.00

Please note that this is for moneys received and dispensed during this period. Current newsletter printing costs are not in these figures because it and some Symposium expenses are paid on a different billing cycle, which does not fall in the same period as the work is done.



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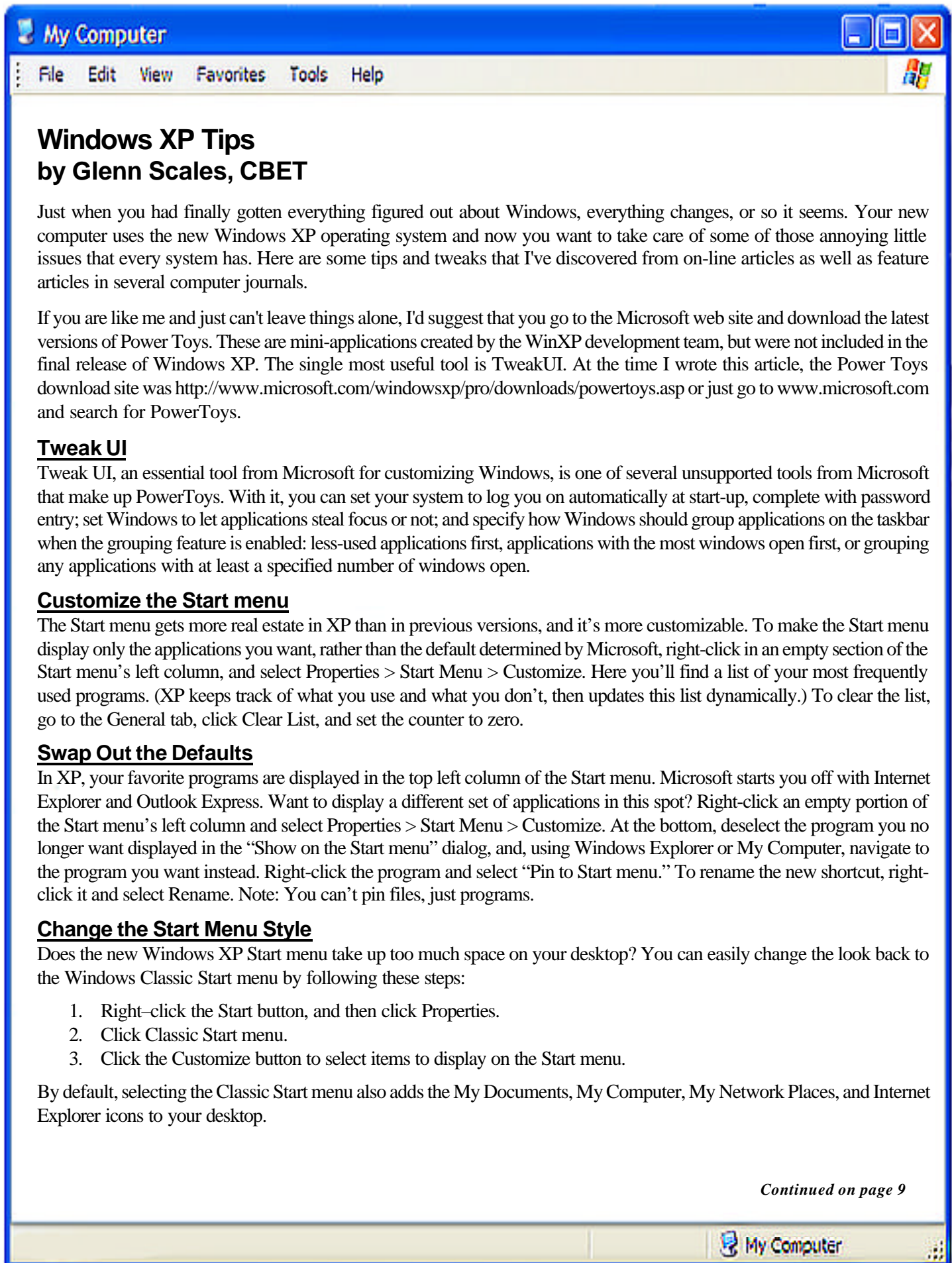
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Windows XP Tips by Glenn Scales, CBET

Just when you had finally gotten everything figured out about Windows, everything changes, or so it seems. Your new computer uses the new Windows XP operating system and now you want to take care of some of those annoying little issues that every system has. Here are some tips and tweaks that I've discovered from on-line articles as well as feature articles in several computer journals.

If you are like me and just can't leave things alone, I'd suggest that you go to the Microsoft web site and download the latest versions of Power Toys. These are mini-applications created by the WinXP development team, but were not included in the final release of Windows XP. The single most useful tool is TweakUI. At the time I wrote this article, the Power Toys download site was <http://www.microsoft.com/windowsxp/pro/downloads/powertoys.asp> or just go to www.microsoft.com and search for PowerToys.

Tweak UI

Tweak UI, an essential tool from Microsoft for customizing Windows, is one of several unsupported tools from Microsoft that make up PowerToys. With it, you can set your system to log you on automatically at start-up, complete with password entry; set Windows to let applications steal focus or not; and specify how Windows should group applications on the taskbar when the grouping feature is enabled: less-used applications first, applications with the most windows open first, or grouping any applications with at least a specified number of windows open.

Customize the Start menu

The Start menu gets more real estate in XP than in previous versions, and it's more customizable. To make the Start menu display only the applications you want, rather than the default determined by Microsoft, right-click in an empty section of the Start menu's left column, and select Properties > Start Menu > Customize. Here you'll find a list of your most frequently used programs. (XP keeps track of what you use and what you don't, then updates this list dynamically.) To clear the list, go to the General tab, click Clear List, and set the counter to zero.

Swap Out the Defaults

In XP, your favorite programs are displayed in the top left column of the Start menu. Microsoft starts you off with Internet Explorer and Outlook Express. Want to display a different set of applications in this spot? Right-click an empty portion of the Start menu's left column and select Properties > Start Menu > Customize. At the bottom, deselect the program you no longer want displayed in the "Show on the Start menu" dialog, and, using Windows Explorer or My Computer, navigate to the program you want instead. Right-click the program and select "Pin to Start menu." To rename the new shortcut, right-click it and select Rename. Note: You can't pin files, just programs.

Change the Start Menu Style

Does the new Windows XP Start menu take up too much space on your desktop? You can easily change the look back to the Windows Classic Start menu by following these steps:

1. Right-click the Start button, and then click Properties.
2. Click Classic Start menu.
3. Click the Customize button to select items to display on the Start menu.

By default, selecting the Classic Start menu also adds the My Documents, My Computer, My Network Places, and Internet Explorer icons to your desktop.

Continued on page 9

Fixing the Customer

By Sally Goebel

Believe it or not, sometimes the customer needs fixing as much as the equipment! You may be surprised to find that you have customers. Medical equipment maintenance is a service industry. Clinical Engineers provide that service, and wherever a service is provided, the recipient can be identified as the *Customer*. Therefore, regardless of whether you are an in-house engineer, work for an Independent Service Organization (ISO) or work for an Original Equipment Manufacturer (OEM), the person with whom you interface regarding medical equipment maintenance and repair is your *Customer*.

Communication that focuses on satisfying their needs is the key to keeping your customer relationship healthy. This is critical at all times, especially after an adverse service event. The customer's level of confidence in both the equipment and your competence may be shaken, and their satisfaction with your medical equipment services will decrease. Remember, their objective is to provide quality patient care, and they may feel their ability to do so effectively has been compromised during this service event. You may be the most competent engineer in the world when it comes to maintaining and repairing medical devices, but the end user can have a very different perception if you do not communicate with them in an appropriate manner.

Appropriate communication with the customer includes sharing information regarding the status of the repair, including the nature of the failure, the ETA of ordered parts, and the expected date that the equipment will be returned to service. When developing this communication, make sure you follow your established departmental procedures. When things don't go according to plan, let your customer know immediately with factual information. Don't play the "blame game," and always stick to the facts. Be civil and friendly, but remember your objective is to get whatever situation you are working on resolved as quickly as possible. Focus all communication on that outcome!

One of the most critical points to remember is that you may be judged by the way you follow up after a service event is concluded. If you determine a problem was not completely resolved, and take appropriate and timely steps to ensure satisfactory completion, you will not only foster a healthy customer relationship, but also ensure better functioning medical devices. Developing an enhanced level of customer communication will align your view of the quality of services you deliver with that of your customer.



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Monday, December 2, 2002

Tuesday, December 3, 2002

Wednesday, December 4, 2002

	7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	Location
Registration & Continental Breakfast																Conf. Center Foyer
Datex-Ohmeda Anesthesia Machines																Oakley
Web Page Design																Tufts
Care of Patient Scales																Ross
Phillips Medical Viridia Monitors																North
NCBA Lunch & Door Prize Drawing																Callaway
Radiographic Injectors																Ross
Wireless Networking																North
Golf Tournament																Pinehurst # 3 Course
AM & PM Breaks																Conf. Center Foyer

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Mail future NCBA information to: Home _____ Work _____ Member of: ASHE _____ AAMI _____

*Refer questions to Linda Leitch at 919-681-4293, e-mail vicepres@ncbiomedassoc.com or
Boyd Campbell at 828-326-3899, e-mail president@ncbiomedassoc.com*

• **Note: Late registration fee in effect after November 15, 2002** •

Late Registration Fees

- | | |
|-------------------------------------|-------|
| <input type="checkbox"/> One Day | \$150 |
| <input type="checkbox"/> Two Days | \$225 |
| <input type="checkbox"/> Three Days | \$275 |

Late Student Registration Fees

- | | |
|-------------------------------------|------|
| <input type="checkbox"/> One Day | \$50 |
| <input type="checkbox"/> Two Days | \$74 |
| <input type="checkbox"/> Three Days | \$85 |

Monday: December 2, 2002

- ☐ Aspect Medical BIS Monitors
- ☐ Blood Gas Instrumentation
- ☐ Calibration Methods in Critical Env.
- ☐ Datascope Balloon Pumps
- ☐ Excel Applications - Level 1
- ☐ Ortho Laser Technology
- ☐ Principles of PACS
- ☐ Principles of Radiology
- ☐ Principles of Ultrasound
- ☐ Valleylab Force FX ESU Systems

Tuesday: December 3, 2002

- ☐ Capital Asset Management
- ☐ Clinical Lab Equipment
- ☐ Hill Rom Infant Incubators
- ☐ Maximizing Endoscope Image Uptime
- ☐ Physio Control AED Defibrillators
- ☐ Dealing with Difficult People
- ☐ Customer Service Relations

Wednesday: December 4, 2002

- ☐ Care of Patient Scales
- ☐ Datex-Ohmeda Anesthesia Machines
- ☐ Philips Medical Viridia Monitors
- ☐ Radiographic Injectors
- ☐ Web Page Design
- ☐ Wireless Networking

Performance Increase Through My Computer

1. Right Click on My Computer and select properties.
2. Click on the "Advanced" tab. See the "Performance" section? Click on "Settings"
3. Disable the following:
 - Fade or slide menus into view
 - Fade or slide ToolTips into view
 - Fade out menu items after clicking
 - Show Shadows under menus
 - Slide open combo boxes
 - Slide taskbar buttons
 - Use a background image for each folder type
 - Use common tasks in folders

There, now Windows will still look nice and perform faster. These visual embellishments give WindowsXP its distinctive look, but it can slow down your system and cause unnecessary delays. All of these visual features use up your memory and I'd recommend disabling all that you feel you can live without. WindowsXP may not look quite as pretty as the original, but it should perform better.

How to Optimize Clear Type Settings on your Monitor

Windows XP includes a technology called ClearType that purports to improve the appearance of fonts on LCD and flatscreen desktop displays. Some people even believe it helps the font quality on traditional desktop CRTs. I've always wondered about

Continued on page 10

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NCBA Board Minutes (continued)

Membership: Christina Fleming

No needs for the symposium except help during the registration times and the loan of some printers.

Finance: Charles Worrell

Charles needs someone to handle the cash at the symposium. Sally Goebel was appointed to do this.

The next meeting will be December 1, 2002 at 1:00pm at the Carolina Hotel in Pinehurst, N.C.

Charles moved that we adjourn the meeting, Mark seconded. The meeting was adjourned at 2:06 p.m.

Windows XP Tips continued from page 9

this because every time I turn on ClearType it feels like I need new glasses because the fonts end up blurry. But many people really love ClearType fonts. If you want to find out if ClearType is for you, then try out the Microsoft ClearType Tuner Web page. It's a safe way for you to check out ClearType and optimize it for your computer:

Open Internet Explorer and head on over to:

<http://www.winxpnews.com/rd/rd.cfm?id=021015HT-ClearType> or

<http://www.microsoft.com/windowsxp/pro/using/howto/customize/cleartype/tuner/default.asp>

Put a checkmark in the Turn on ClearType checkbox. Don't worry about getting stuck with the settings. If you don't like ClearType, you can go back and turn it off.

Click on the link for Step 2: Tune ClearType Settings.

On this Web page you're presented with six boxes of text. Click on the box containing the text that looks best to you, then click on the Apply button. The fonts on your display will change based on your selection.

If you like the change, you're done! If you don't like the change, click the Back button and choose another box. If you don't like ClearType at all, go back to the first page and remove the checkmark from the Turn on ClearType checkbox.

Next issue I will continue this series by focusing on customizing WinXP using some of the built in configuration programs and by editing the Registry.

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Five Safety Features of Centrifuges

By Britt Carter

Centrifuges are a common everyday thing in research facilities. They range from fist size Pico-fuges up to 2500 pound beasts known as ultras. The speeds that they operate at are just as varied as their sizes. Analytical centrifuges come in three speed designations, below 6,000 RPM are low speeds, 6,000-20,000 RPM are high speeds, and finally anything above 20,000 RPM is considered an ultra high speed or simply ultras.

Regardless of size or speeds they all have a few things in common. The main things are the safety features which will be the focus of this article.

1. Only in very special circumstances will some centrifuges operate with the door open. And in this mode the speed is limited to less than 3000 RPM.
2. If the tachometer signal is lost the door will not open. This is a fail safe. If the system cannot tell if the rotor is spinning or not it will assume that it is still spinning. The door interlock will have to be overridden manually. Usually in the operators manual the instructions are given or call the manufacture.
3. Most centrifuges are supposed to go into a braking mode if the door is opened during a spin. This is a good check to do on PMs, sometimes the door switch gets stuck. When a rotor is spinning it creates a low pressure area within the chamber. When the door is opened there is a good possibility that objects could come out of the chamber with lethal force. A lot of times there are busted sample tubes left in there from previous accidents. These pieces are still contaminated with whatever the sample was. A good point remember when dealing with labs that are spinning bodily fluids.
4. Imbalance sensors, not all centrifuges have them. They do not only protect the instruments but they also protect the operators. In cases where the sensor has been broken the centrifuges have walked off of tables or across the halls. Again the operator manuals should tell if the instrument has one.
5. This one is for centrifuges that have wheels. Make sure that the feet are put down and that the wheels are off of the ground. If they do not have feet, they will have locks. If there is an accident and the rotor does come apart the instrument will move.

Centrifuges are the work horses of the analytical world. They get abused more than anything else. They are constantly trying to tear themselves up let alone what the operators are doing to them. They can create G forces in excess of 500,000 g's. But never fear, they are designed to withstand a rotor coming apart at maximum speed. Every day I am asked, by operators, about what will happen if a rotor comes apart. Do not fear about a rotor coming out of the chamber. There is a barrier ring that is designed to withstand the force of impact. When a rotor fails all

the debris is heading to the outer walls of the chamber not the door. The door catches the pieces after they bounce off the barrier ring and chamber walls.

The modern centrifuge is a very safe instrument. It is well designed and should provide many years of service. They protect the operators from mistakes and accidents. The other main component is the rotor and safety issues with them will be covered in another article.



NCBA Symposium Preview

by Linda Leitch, NCBA Vice-President

The 2002 NCBA Symposium schedule has been very challenging to develop this year. With all the replies from the 2001 evaluations, the Education Committee worked hard in obtaining just the right classes for members to attend this year. Valleylab, PACS, and Endoscope will return this year. New to the NCBA schedule this year is Clinical Laboratory Equipment, BIS Monitoring, Infant Incubators, Blood Gas Instrumentation, Laser Technology, Angiographic Injectors and Wireless Network Technology.

Datex-Ohmeda Anesthesia Machines will be returning this year after a long absence. Lane Rushing (former NCBA President) will be presenting AED Defibrillators; everyone has seen that AED's are becoming useful in environments from airports to schools. Glenn Scales' (NCBA Webmaster) will be providing another exciting class on web page design. Be sure to follow his informative articles on computer tips and tricks in upcoming Newsletters.

Please look over the changes to this year's schedule. The exhibition hall will be open to visit all the vendors, following a social reception on Monday and again Tuesday night. The Pig Pickn' is still on for Tuesday following the vendor social. We want to see you again next year, so please don't drink and drive.

The Spa Fitness Center is a new addition to Pinehurst Resort. The Spa was built outside to the right of the exhibit hall's patio area and opened the summer of 2002. So make plans to visit the new spa fitness area for a little workout while you're there.

Mother Nature has invited us for another round, from the valleys to the sand traps, from bogey to birdies, so gather your team or just yourself and count on having the round of your life. Golf will be played on Course # 3. The golf tournament has moved from Monday to Wednesday, December 4, starting about 10:00 am, weather permitting.

SCHEDULE of NCBA BOARD of DIRECTORS MEETINGS for 2002

March 8, 2002, Time: 10:00 a.m.

Duke University Hospital, Durham, NC
Host - Brian Poplin, Ph: 919-681-2525

May 10, 2002, Time: 10:00 a.m.

Wayne Memorial Hospital, Goldsboro, NC
Host – Mark Renfroe, Ph: 919-731-6077

July 12, 2002, Time: 10:00 a.m.

Catawba Memorial Hospital, Hickory, NC
Host - Boyd Campbell, Ph: 828-326-3899

September 13, 2002, Time: 10:00 a.m.

Premier, Charlotte, NC
Host - Dale Allman, Ph: 800-825-1786

November 8, 2002, Time: 10:00 a.m.

Pinehurst Resort & Hotel, Pinehurst, NC
Ph: 800-487-4653, www.pinehurst.com

December 2-4, 2002

2002 NCBA Symposium and Expo
Pinehurst Resort & Hotel, Pinehurst, NC

January 10, 2003, Time: 10:00 a.m.

NC Baptist Hospital, Winston-Salem, NC
Host – Helen Jones, Ph: 336-716-612

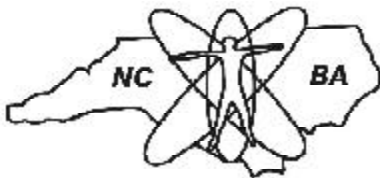
February 7-8, 2003, Time 8:30 a.m.

Board of Directors Planning Retreat
Spring Maid Resort, Myrtle Beach, SC
<http://www.springmaidbeach.com/> 800-770-6895

Board Meetings are open to the NCBA Membership. Please plan to attend.

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