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RPI HIGHLIGHTS OF THE AAMI MEETING & EXPOSITION

AAMI'S 29TH ANNUAL MEETING & EXPOSITION

Each year for the last twenty-nine years, AAMI (Association for the Advancement of Medical Instrumentation) has hosted an annual meeting and exposition. The purpose is to present new ideas, practical solutions and intelligent strategies that will heighten the success of your research and management efforts in an era of rapid change. This year's convention was held in Washington, D.C. and RPI was well represented.

With nearly 2500 attendees, AAMI boasts that this convention was one of the most successful ever. An exhibit hall, filled to capacity of vendors, and the offering of more than 100 courses, research and technical sessions, service seminars, poster presentations, interactive roundtables and a number of social events provided an impressive array of offerings for all who attended.

Here are a few of the highlights from the convention.

1994 BMET OF THE YEAR AWARD

Sponsored by RPI, the BMET of the Year Award recognizes a biomedical equipment technician for individual dedication, achievement and excellence in the field of biomedical equipment technology.

This year at AAMI's meeting, RPI was proud to present the 1994 BMET of the Year Award and a \$500 check to Benjamin Ethridge, CBET. Ben's outstanding contributions speak for themselves. As a manager of biomedical engineering at SunHealth Clinical



Al Lapides, president of Replacement Parts Industries, Inc. presenting the 1994 BMET of the Year Award to Benjamin Ethridge, CBET, at AAMI's 29th Annual Meeting & Exposition in Washington, D.C.

Technology Services in Cumming, GA, he received the company's 1993 Excellence in Technology Management Services Award. As past president of the Atlanta Area Biomedical Association, he has helped lay the groundwork for the association to become an SBET chapter. Congratulations, Ben.

RPI is pleased to announce that the \$500 award has been increased to \$1000 beginning next year. Nomination forms for 1995 are now available. Please contact AAMI, at 3330 Washington Boulevard, Suite 400, Arlington, VA 22201-4598 or call (703) 525-4890.

"SECOND SOURCE PARTS: LEGAL & BUSINESS IMPLICATIONS" ROUNDTABLE

There was standing room only at the "Second Source Parts: Legal & Business Implications" roundtable discussion hosted by RPI at the convention. The roundtable provided a unique opportunity for participants to explore the many facets of second sourcing.

With Al Lapides and Jack Spears co-moderating the event, there was a lively discussion, especially at the end when participants were encouraged to ask questions of the panelists. (Please see "From the Desk of the President", page two.)

Perhaps the roundtable can best be summed up by a comment that one of the panel members made in her opening remarks to the audience.

"Second sourcing is a strategy that has become one of the most effective means to building a safety net and producing cost saving opportunities in the parts procurement process." *Carla Baskett, Information Services and Materials Manager, Biomedical Engineering, Kaiser Permanente. (Kaiser Permanente is the largest healthcare organization in the United States.)*

Because many of you could not attend the convention, RPI taped the roundtable discussion in its entirety and is now offering a FREE copy of the transcript. If you would like a copy of the roundtable transcript, please fax us your request, (818) 882-7028 or call us, (800) 221-9723.

Continued on page four



"Second Source Parts: Legal & Business Implications" Roundtable Panelists, Left to Right: Dan Schneider, Chief Financial Officer, Schneider, Bullau & Talerico, Inc.; Gary Benton, Managing Partner, San Francisco Office, Coudert Brothers, Attorneys at Law; Carla Baskett, Information Services and Materials Manager, Biomedical Engineering, Kaiser Hospitals of Northern California; Al Lapides, President, Replacement Parts Industries, Inc.; Mike Argentieri, Vice President, Technology Management, ECRI; and Jack Spears, Publisher and Editor of Second Source Publications.

*From all of us at RPI,
we wish you a joyous holiday
season and
best wishes
for a happy,
healthy
new year.*

HAVING TROUBLE WITH COLLECTIONS?

By Cindy Smith
Supervisor

RPI Customer Service Department

Working with customers who are late in paying their invoices can be a difficult situation. So, here are just a few suggestions that might help you when you're in that position with your customers.

First, provide your customers with quality service and merchandise that justify your price and terms.

Second, put the bulk of your collection efforts into the first 30-60 days. Your efforts will generate the highest recovery rate at the lowest cost.

Third, be sure that your initial billing statement is clear with respect to the amount owed and the date it is due. Allow your customer a reasonable amount of time to respond. However, if they don't respond, you may want to initiate the following:

At 30 days, send a "Past Due" copy of the invoice;

At 40 days, send a reminder letter;

At 50 days, make a reminder telephone call;

At 60 days, send a statement listing all open invoices;

At 70 days, send a final reminder letter;

At 80 days, send to a collection agency.

With respect to customers who are consistently late in paying their invoice (e.g. customers who always pay X number of days after the invoice is due), send them a letter. Let them know you are aware that they are consistently late. Ask them if there is something they or you can do to help improve the situation.

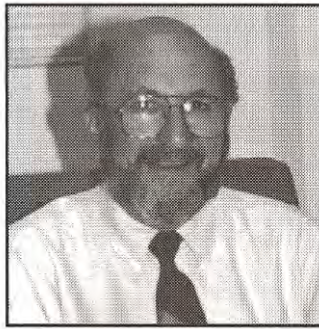
And finally, keep in mind that every situation is different — hospital customers operate differently than do dental or doctor offices, so develop an approach that's appropriate for each.

Most customers want to pay their invoices in a timely manner. It's just that sometimes they need to be reminded or there is something happening within their organization that is beyond their control. In the long run, if you try to work with your customer, there's a much greater chance that everyone will win.

A BIG WELCOME TO...

Vladimir Guskov and Nikki Lovato...the two newest members of the RPI family. Vladimir is responsible for Quality Control of all of our parts and Nikki joins our Customer Service team.

From
the
desk
of
the



Al Lapidés, President

PRESIDENT

At the annual AAMI meeting in May, RPI organized a roundtable session entitled "Second Source Parts: Legal & Business Implications". Jack Spears and I moderated a distinguished panel of individuals representing various facets of our industry. (Please see the lead article, page one.)

Roundtables, which are held at the end of the day, overlapping with happy hour, normally attract about 20 to 30 people. You can imagine our surprise and delight to have attendance pushing the 70 count. We knew that this was and is an important subject, but hadn't realized how many of you think so too. The discussion went so well that we were asked by the attendees to repeat it at next year's meeting.

After the roundtable, an attendee thanked me by saying that he believed that all who attended felt more comfortable about making their own decision about what parts to use when repairing equipment. What brought him

VISA AND MASTERCARD NOW ACCEPTED AT RPI



As a service to our customers, RPI has expanded its current payment options to include credit cards. Offering VISA and MasterCard as a form of payment just made sense, especially for our military customers, independent service shops and international customers.

According to our military customers, using VISA eliminates much of the paperwork tied to supply purchases. Now RPI offers the military two convenient ways of procuring parts — VISA and the DPSC-issued BPA (#DLA12095A9274).

Our independent repair shop customers told us they wanted the flexibility that a credit card offers. Now they have it.

For our international customers, this eliminates the inconvenience and expense associated with sending a bank wire transfer. That's great news for them.

To charge your parts from RPI, simply let us know at the time you place your order or

to that conclusion? Gary Benton described the legal conditions involved and the direction in which they are headed. Michael Argentieri emphasized the need for second source parts to drive competitiveness and thus assure quality, pricing and availability. Carla Baskett described the direction Northern California Kaiser Hospitals are going, which is to consciously choose from the source most advantageous to Kaiser. And Dan Schneider indicated that insurance companies have not felt any burden in this area.

Questions from the floor leaned heavily on the liability issue. Apparently there is a fear among many of potential legal consequences for using second source parts. It turned out that of all of those present, only RPI had any direct experience in a liability suit. What?, you say, not our good and noble and pure RPI.

Yes, it is true. About nine years ago, there was a serious accident in a hospital with a table top autoclave. A nursing aide was severely burned and bruised when she was being shown by another hospital employee how it operated. RPI, along with a number of other companies, was named a defendant. It took five years for the suit to come to trial where the judge dismissed RPI as a defendant because the "parts" were not responsible for the accident. Lack of training and operator error were the culprits.

This lone, singular, incident of RPI being dismissed from the case seemed to be one of the most comforting things heard that day at the roundtable. It confirmed what all of the panelists had been talking about — When making a decision regarding replacement parts for equipment, make that decision based on what best suits you or your customers' needs. Each situation will be different. There is no one solution for all situations. However, knowing the facts will help you make an informative choice.

complete the credit card information on the invoice once you receive it. It's just that simple and it's yet another way that RPI responds to you — our customer.

CUSTOMER COMMENTS

"We love your prices and service. We tell the hospitals we service about you and your products. They also like your prices vs. the OEM's prices."

John Pobudinski
Florida Sterilizer Services
Port Charlotte, FL

Editor's Note: Thank you John for your kind thoughts about RPI. We appreciate hearing from you.



Sherry Lapides, General Manager

from the PRESIDENT'S BOSS

Earthquake Update

The job of rebuilding L.A., and most particularly, our part of the San Fernando Valley goes on. When Al and I came back from our vacation this summer, it gave us a wonderful uplift to see that work was progressing on the Northridge Fashion Center, much of which was destroyed in the January earthquake. Parts of it will be open by Christmas, but the Bullocks department store, which went down completely, will not be completed until next spring. It's not that I am such a shopper, but that's just one more sign that some day life will be back to normal here. And while on one hand it is really distressing to drive through the streets and see the piles of rubble waiting to be hauled away, it is another indication that the rebuilding and the healing processes continue.

Quite frankly, I had no idea that the long term mental effects of a disaster of this scope would linger so long. The mental depression following the earthquake was constantly reinforced. Every place we went, we saw homes missing chimneys and walls, apartment buildings with huge cracks and holes that were fenced off, and stores closed with windows boarded up. And with this came the realization

of how many lives had been changed, some forever, by this disaster. We also realized how lucky we all were that RPI and all of us came through the experience as well as we did.

Lessons Learned

Several weeks ago, Al and I moved out of our home of thirty years so that the renovation could start. We were lucky enough to find a house to rent not too far from ours. During our move there were two things that happened that gave me a better insight into the situations faced by service people everywhere.

Since all of our things needed to be moved, I contacted the same moving company that moved RPI the last two times. We were quite pleased with the job that they had done in the past. This time, unfortunately, it did not go as smoothly as I would have liked. However, the company has been very cooperative about making things right for us. So, even though I had some initial doubts about using the company when we move back to our home in a few months, we will most likely give them another chance. Lesson learned: Repeat customers are your best customers. Don't disappoint them. Make sure they walk away with a good feeling about your company...and they'll keep coming back. Just like we will.

Now, the day after our move, we needed a service call on our refrigerator. We called Sears. The serviceman arrived wearing worn jeans and a white tee shirt. The only way we knew he was from Sears was because we saw the name on his truck. He took care of the problem with the refrigerator, but he did not leave us with a particularly good impression of the company. Why? Because of his appearance. Lesson learned: Appearance is just as important as quality work. A neat appearance gives the impression of a well-organized, competent individual...a person you can trust. It also shows respect for yourself, your company and the customer. When you leave a good impression, you give your customers a reason to call you again, and again.

The lessons learned can be translated into better ways of doing things, especially for those of us who are service providers. We hope you agree.

Safety Comes First With RPI Patient Lead Wires & Cables (HPC003/HPC004 & HPC007/HPC006)

You may already know — Late last year, a baby on a hospital apnea monitor was electrocuted when inappropriate lead wires were substituted and apparently were accidentally connected into an electrical power source. As a result, the FDA issued a Safety Alert regarding unsafe patient lead wires and cables.

At RPI safety comes first. This means RPI now offers patient lead wires and cables designed to prevent unsafe conditions. The RPI leads and cables that fit the Hewlett-Packard amplifiers, defibrillators, monitors,

and ultrasound equipment are now designed so that the leads have female insulated connectors and the cables have male recessed pins.

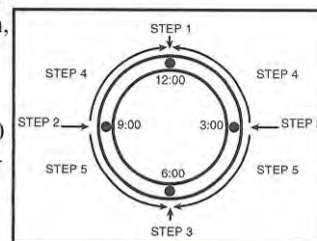
The old RPI leads and cables do not meet current safety standards and are not recommended for use, therefore they will no longer be offered. So when you place an order for either the new Three-Lead Wire Set (HPC003) or the Five-Lead Wire Set (HPC007), be sure to also order the new cable, either the Three-Lead Trunk Cable (HPC004) or the Five-Lead Trunk Cable (HPC006) and vice versa.



By Andy Sandelski

RPI Product Development Department

When replacing your gaskets...Ending up with too much gasket? A little extra, unwanted material? Gasket appears to be too large? Wait!, now just hold on a minute. Before you make that call to RPI, try this. Imagine the door of the sterilizer is the face of a clock. Starting at the 12:00 position, push the gasket into the groove. Repeat at 3:00 and 9:00 positions, and finish at 6:00.



The excess material between the 3:00 and 9:00 positions can now be worked upwards to the 12:00 position, and downwards to the 6:00 position. Totally confused? Just refer to the above illustration.

Try this method when replacing a gasket and it should slip nicely into place. Totally confused? Refer to the Tech Talk article.

What's New You Asked For Them You Got Them

YOUR OPINION COUNTS

In response to your requests, the following new parts are now in stock, ready to be shipped the day your order is received. Please see the enclosed RPI new product flyers and add them to your RPI April, 1993, catalog notebook.

- **Air Shields** – Rocker and Push Button Switches as well as the Incandescent Lamp to fit the IICS. Skin Temperature Probe and Motor Capacitor to fit the C86. Motor Capacitor, Air Auxiliary and Skin Temperature Probes, Reset Switch Assembly, Knob and Heater — all to fit the C100 and C200. See page 14B.
- **American Sterilizer** – Looking for more parts to fit the Medallion Series? The Multiport Valve parts are now available including the Stem, Choker Tubes, Washers, Spring, Gasket, Packing, and Gland. See page 18E.
- **Pelton & Crane** – Parts galore to fit the OCM, OCR, OCR+ and Sentry including the Controller, Drain Tube Cap, Reservoir Cover Assembly, Foot Kit, Band (Pressure Plate), Leveling Washer and many more. See page 70B.



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**NEW PARTS
 PAGES INSIDE**

SERVICE TIPS

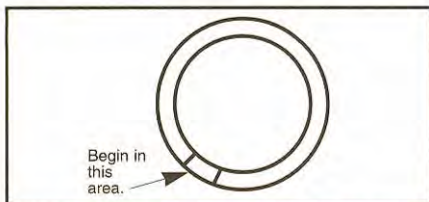


By Nick Dodich
 DACO, Inc., Arvada, CO

CASTLE TABLE TOP STERILIZER MODEL 777 & 7: REMOVING AN OLD, HARD DOOR GASKET

Removing an old door gasket from the Castle 777 or 7 can be difficult especially when the material has turned hard and is embedded in the door. However, follow these simple steps and you should have no trouble.

Heat the area with a hand-held propane torch to soften the gasket. Then with a needle-type instrument (a large, sturdy safety pin works very well), penetrate the gasket, starting at around the 7:00 position (as if the door were a clock), "tease it out" and you should be



After heating the gasket, start at the 7:00 position and work your way around the door to remove an old hard gasket.

able to remove it in no time at all. Caution: Be sure not to overheat because that will melt the gasket or discolor the metal. And be very careful not to cut or scratch the groove.

Editor's note: Prior to forming DACO, Inc. in 1970, Nick Dodich, a biologist and engineer, was employed by the UCLA Medical Center as an Associate Specialist where he designed equipment for testing and experiments. At DACO, Nick specializes in modifying and upgrading older equipment, particularly sterilizers, for better performance and endurance.

What's Coming Up? Coming this winter!

- **Air Shields** - More parts to fit those incubators and radiant warmers.
- **Dent-X (Philips)** - More parts than you could ever imagine to fit the film processors Dent-X model 9000 and Philips model 810...in particular, parts to fit the Transport Module and the Washer/Dryer Module...including all side plates!
- **General Shop Aids** - A Strain Relief Bushing kit and an Internal and External Tooth Washer kit and tool.
- **Pelton & Crane** - A vast array of parts to fit the LFII light — knuckles, adaptors, control dimmer circuit, basic hardware, mechanical springs...just to name a few.



I am originally from Holyoke, Massachusetts. I graduated there and went on to college for business administration. But after two years, I decided to move

to California. I started in inventory with a major cosmetic company and then after a few years went to work for a manufacturer of computer products where I started in purchasing.

With a strong background in both inventory and purchasing, I try to always have the product on the shelf at all times. I stress the essence of quality and on time delivery with new and existing vendors. I have always believed in vendor partnerships.



Judy Spry
 RPI Purchasing Department

I started with RPI a year ago this month and it sure is like a family. It can be hectic occasionally, but I still enjoy it. The people here are always willing to help each other, which is hard to find in some companies.

AAMI MEETING & EXPOSITION Continued from page one

SBET RECEPTION

Fun, food and laughter were in abundance at the reception co-sponsored by RPI for the Society of Biomedical Equipment Technicians (SBET). The reception was held pool-side at the hotel and there was a strong turnout. It was a great opportunity for all to relax and enjoy the evening with friends and new acquaintances.

ALL IN ALL

By the end of the AAMI convention, RPI was very pleased to have met so many of you for the first time and to catch-up with some of our long-time customers and friends. See you in Anaheim, California, next year for the 30th AAMI Meeting and Exposition.

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