



Latest News

UMMS completes retrofit of its network system and customer service center.

Since December 27 of 2010, UMMS has been working hard at retrofitting its internal and external network capabilities to accommodate future expansion. This recent retrofit was minimal in interruption of our Customer Service Center, Web Site and DCS support center.

This recent expansion involved placing in service several computer systems tied into a central data file main frame. Each area has a specific function and protocol so as to increase productivity and the quality of data provided to our customers. With this approach and development piece brings together the Research & Development department and Image Quality Evaluation & Control center to spot deficits in our processes and quickly move to resolve them.

As of today all systems are 100% capacity and producing better results than anticipated. We are processing reports and data to customers faster than ever before.

RSNA, how was the turn out?

The Radiological Society of North America is held its annual show and convention for physicians, vendors, manufacturers, and independent service organizations that started November 29, 2010 in Chicago, Illinois. Last years turn out wasn't as expected though not disappointing to RSNA. This one faired a little better but turn-out was still down in comparison to previous years before the our economic melt-down.

Many new products and innovative ideas appeared but no spectacular advancements in comparison to recent years. Radiation and dosing seemed to be the hot topic at the convention for the second year in a row as well it should be. This has been a long time plaguing problem for the medical community. Understanding, education, and cooperative support need to be in place to protect the general population.

UMMS completes Erbatec diagnostic software package for RF amplifiers.

Erbatec! don't you mean Erbtec. No not really, the Erbatec diagnostic software program, developed and named by UMMS, allows UMMS to troubleshoot and repair all the Erbtec family of RF amplifiers in complete streamlined fashion. This software encompasses communications to the Erbtec, diagnostics, RF power calculation, error decoding and recovering of lost tuning data.

The added advantage, outside of in-house use, is that this product operates with our DCS computers on installed sites. Total remote connectivity and troubleshooting on the fly!



Latest News

Ice storm hits Dallas Fort Worth in the overnight hours.

It's been since February last year that the Dallas Fort Worth area of Texas has been hit with an ice storm. However, last year's storm was no comparison to this year's. In the overnight hours of February 1st, 2011 a major arctic front from Canada found its way into the area bringing ice and sleet for some several hours. By the morning rush hour Fort Worth, Arlington and Dallas was paralyzed. Schools were closed; police worked double time to keep up with all the accidents on the major highway systems. This with temperatures dropping into the teens through out the day and wind chills expected below 10 degrees made all interesting to deal with. The roads were nothing but pure ice. Many area hospitals and clinics experienced a high volume of accident victims due to falls on the ice. UMMS was on an emergency call basis for any equipment and monitoring systems failures during the storm. This weather system that hit Texas also brought havoc to many other parts of the country. After the storms passing, temperatures became frigid. Whatever ice melted reformed in the overnight hours, maintaining a grip on area travel. Bridges and over-passes were the worst.

By February 3rd this storm system, with its arctic grip, went from the middle of Texas to northern Maine, spanning 2100 miles. Chicago reported winds up to 60 mph, 20" of snow, and temperatures at 4 degrees sending wind chill factor way below zero. Finally, on February 4th the storm passed but not until after dumping 6" of snow on top of the ice in the Dallas Fort Worth area. If I were a ground hog I wouldn't come out either.



Medicare, why the continued cuts in reimbursements. Doctors dropping Medicare patients.

UMMS has also wondered why the cuts continue in Medicare reimbursements. We have interviewed several owners of imaging facilities and radiologists. Many have a point of view that the cuts are pushing Medicare patients back to the hospitals for diagnosis and care. Some believe primarily it's the current healthcare reform act approved by congress a year ago. So we decided to investigate and look into the cause. We obtained various articles, on the subject, stemming from the Patient Protection and Affordable Care Act HR3590 sections 5502 and 6401 -6411, the Center for Medicare and Medicaid Services, the American College of Radiology, the American Medical Association and finally the Deficit Reduction Act of 2005.

What we found. Medicare and Medicaid lose 60 billion dollars annually due to fraud by the private sector! In 2008 Florida topped the nation at 2.5 billion dollars in fraud cases. There are 50 states in the US that have access to this Federal program. In February of 1997 the industry took a 21% cut in Medicare reimbursements. From an article in the Center for Medicare and Medicaid Services it states "some 43 million Americans receive Medicare coverage. For doctors who accept Medicare, federal law requires that reimbursement rates be adjusted annually based on a formula tied to the health of the economy". In the Deficit Reduction Act of 2005, cuts were made to Medicare reimbursements over the course of 6 years amounting to 26% ending this year.

The US is going through one of the worst economic melt downs since the great depression and far worse than that of oil crisis and recession of 1973 & 74. This combined with the amount of annual insurance fraud of 60 billion dollars provides the clear answer to why this is happening. The current health care reform act has nothing to do with the current state of affairs and laws protecting the Medicare & Medicaid system which so many depends on.



The healthcare reform act. Is its impact to blame for the current state of the healthcare industry?

In our view the answer is no and here is why. Since the passing of the Patient Protection and Affordable Care Act HR3590 last year, the industry has been some what stunned. That, along with the economic woes of the country, seems to have the industry in a holding pattern. In some cases sales or gross revenues are down by as much as 22% since last year for many independent service organizations. Forecasting has been difficult if not described as a black hole. Imaging centers are falling into bankruptcy or just folding up. Is this totally due to the healthcare reform act? Is it due to cuts in Medicare? Is it due to billions of dollars in fraud of the Medicare system or is it the private insurance firms?

All of these elements have some part in and contribution to the state we face today. One portion of the healthcare reform bill requires that all Americans are mandated to obtain some form of healthcare insurance by 2014. Approximately 30 million people will be added to the system. However, what system is that? Medicare or private insurance? Answer, the majority will be added to the private insurances companies. Let's say if the average monthly premium is \$100.00 per person, the gross income to the insurance firms would be 3 billion per month for annual gross revenue of 36 billion dollars. The US has approximately 350 million people. 43 million are on Medicare, 30 million are currently without insurance. That leaves about 273 million Americas on some sort of insurance plan paying premiums. Given if this was the national average of premiums per month, it would seem that the private insurance companies are very well off in the amount of gross annual revenues they take in from the many current clients among the 273 million people who are not ill or hospitalized and are not placing burdens on the private healthcare insurance system.

This goes to further show how inefficient and obtuse deregulation in the private sector has resulted in increasingly expensive healthcare for the American people for over 20 years.

Medicare's main problem is the 60 billion dollars in annual fraud from the private sector which is tied to a federal formula based on the economy that dictates the amount of reimbursement to physicians and services.

A Government run healthcare system is an unacceptable solution to most Americans as is the mandate for Americans to acquire insurance. If social security payments were optional, the social security system would collapse and many older Americans would live in extreme poverty. In order for the system to work, it can't be optional to have insurance.

Why do all imaging centers and hospitals have to be ACR accredited by 2012? Well, this is largely due to and driven by the MIPPA (Medicare Improvements for Patients and Providers Act) along with the CMS (Center for Medicare and Medicaid Services) backing. From an article we obtained from the CMS and MIPPA, it states "Effective Jan. 1 2012, all providers that bill for MRI, CT, PET and nuclear medicine under part B of the Medicare Physician Fee Schedule must be accredited in order to receive technical component reimbursement from Medicare."

Why the down turn, apprehension, anxiety and resistance outside of Medicare patients? Its 43 million covered Medicare patients versus 273 million people covered or uncovered in the private sector. We think the answer is clear and leave this to your own conclusion and research.

UMMS expands it DCS to 8 channel monitoring system.

UMMS announced on February 16, 2011 development plans to expand its DCS monitoring system to incorporate cryogen levels, pressure builder status and magnet pressure levels. Currently the DCAS board located in the DCS computer monitors water flow, temperature, compressor on off status and compressor high helium pressure faults. Some circuits have already been designed and beta tested. UMMS expects to have a full hardware and software package installed on sites before mid March.



A/C Services and GJ Maintenance are the best in Texas for mobile trailer repair, maintenance, services, transport, and fixed site chiller repairs.

Contact:

A/C Services - Ron Proctor – 214-695-2319

GJ Maintenance - Gary Julian - 972-567-0416



Latest News

Companies combining forces forming alliances during the current state of the economy.

March has been the first month, in some time, that the market is revealing a trend. Radiology Associates of Tarrant County, which is one of the state's largest providers of diagnostic imaging services, announced on March 2, 2011 that it has merged with Southwest Imaging and Interventional Specialists in Dallas and Grapevine Radiology Associates. The new group is called Radiology Associates of North Texas.

The group's headquarters will be in Fort Worth and employ 110 radiologists and 260 medical and administration staff members. Radiologists interpret medical X-rays, CAT scans and MRI images providing radiology interpretation services to 12 hospitals and 13 company-owned imaging centers in Tarrant County.

On March 18th Aramark Corp., Philadelphia, announced that its health-care unit bought Masterplan, a clinical technology management and medical equipment maintenance company along with RemedPar, a long time supplier of diagnostic imaging parts. This acquisition increases Aramark by 400 employees who manage 300,000 pieces of medical equipment nationwide.

In the 1990's we saw R2 and Mediq Equipment & Maintenance Services merge together to form InnoServ Technologies. At that time InnoServ became the largest ISO in providing diagnostic imaging services and asset management for hospitals and imaging centers. In May of 1998 InnoServ was bought out by General Electric and turned into a repair center for multi-vendor equipment. Today, Aramark has become the largest provider of these services.

We have also seen a formation of alliances among the independent organizations that band resources in order to compete against the larger, wealthier groups. The impact of this on the market is still not known as all this unfolds. Who's next?

UMMS continues with in-house repair of diagnostic imaging peripherals.

Since the start of 2011, UMMS along with its hardware & software developments has been ramping up its repair center for diagnostic imaging parts. So far UMMS has been successful at repairing, bone density units, film digitizers, CT and MRI peripherals down to component part level.

Recently we repaired a PDU control board on a GE Multislice scanner for few hundred dollars while replacement of the board would have cost the customer nearly \$5000.00 in the after market. While a cost saver, the down side to this is the time loss to the customer for the actual troubleshooting, obtaining the defective component(s) and repair of the unit. In a hospital this may be feasible if there are backup units to handle patient flow. In other cases the customer would elect to have the board shipped in and replaced quickly.

The upside to this is the cost saving to independent organizations or part brokers who have a stock pile of defective parts but don't have the ability or resources to repair and test. We feel, in this slumping economy, that every nickel, dime, quarter and dollar matters and that, in the long run, this would be a cost saver to the consumer.

Contracts on diagnostic imaging equipment at all time low.

For some time since October 2007, many imaging centers in North Texas have gone to time and material services. We have seen a 30 – 40% drop off in contracts area wide. In some cases, customers that have contracts with independents are asking for reduction in price for services while assuming more responsibility for parts. Others are taking chances doing it themselves and bearing the liabilities for the maintenance of the equipment.

We have indeed have had increase in the volume of calls concerning regulator compliance and ACR accreditation. Proper maintenance of the equipment is an essential element to the safety of patients.



Latest News

UMMS holds second demonstration of its Futurex DCS product.

On April 5th 2011, UMMS conducted a live demonstration of its DCS system. A/C Services, GJ Maintenance and Innovative X-ray Services were in attendance. UMMS demonstrated live, connected to a local site, the overall ability and functionality of the DCS system. Those who attended were pleased with the product and our concepts. Discussions of our future expansion of the product have many very interested in what we have done. Innovative X-ray Services, having many remote accounts outside the Houston area, sees the positive benefits and cost saving to them. The value of the product for them is that it reduces down time to the customer. GJ Maintenance was very interested in our 3-phase monitoring system for A/C units. A/C Services was pleased with the overall package and recording system.

UMMS would like to thank those who were in attendance. We do appreciate your time and efforts to view this product in action.

UMMS acquires equipment to increase its support of GE MRI's

On April 8, 2011 UMMS invested in the purchase of a GE Horizon LX MRI for parts and diagnostic software development. UMMS has put its best foot forward in providing parts to local customers when replacement is needed. What this does for customers is that it provides an affordable, competitive price on parts. In some cases on some items in comparison to Legacy Medical Imaging we are 20 – 30% less. We strive to be as innovative and creative as possible in holding the costs down on healthcare maintenance of high end sophisticated equipment.

UMMS donates to local community.

For several years now UMMS has been donating scrapped materials to the community. UMMS just this last year decided to eliminate its inventory of Siemens Plus 4 CT parts from inventory due to a lack of demand from the market place.

Service, a necessary evil.

“Service, a necessary evil!” It is not uncommon to hear this term through out the medical industry. As matter of fact it's been around since the late 80's. The term itself, in one definition, service of high end medical equipment is expensive to own and finding a qualified firm to service this equipment can be pains taking. However the flip side is that if you don't have coverage it could cost much more 'even the loss of business due to performance, high risks and liabilities. A double edge sword.

Example - in the middle of October last year a Plano site started experiencing RF amplifier problems on their 3T MRI system. A local based firm was taking care of the unit but for some reason could not resolve the issues with the amplifier. From the middle of October till the last week of December this site was down 90% of that time. It was discovered by a General Electric local servicer that the amplifier was so maladjusted and damaged that it could not be repaired in the field. The cost to the customer was over \$150,000.00 to have this replaced. At another site in Tennessee, with that same servicing firm, a cold head assembly went bad, causing the system to lose center frequency, which is essential to scanning patients, let alone preventing a magnet quench to follow later on. This site was down for an entire month before another organization was called in to repair the unit despite the service agreement. That same maintenance firm once again in 2009 applied an abrasive grinder to a CT scanner slip ring assembly on a site in Ennis, Texas causing damage and replacement of a slip ring assembly, to the tune and what we understand was over \$15,000.00, by an outside servicing firm.

Now these are just a few examples of a service organization that did not know what they were doing but convinced and enticed the customer into an agreement for service. There are many of these 3rd parties firms that practice the black arts of salesmanship, clever and coy, and customers are being taken by these firms losing tens of thousands of dollars yearly, driving up healthcare costs.

Here is an example of customer who had limited services. A few weeks ago a Dallas site had a gradient coil go



These parts were given as scrap to local small businesses that salvage for various types of metal. We view this as a local contribution by UMMS to fuel or help small businesses or regular people during these hard times.

Copper and precious metals bringing out scammers.

April 10, 2011. With price of copper today at \$4.46 a pound seems to have recyclers and scammers preying on the unsuspecting. One type of scam recently involved a husband wife team acting as brother and sister whereby they had just started a business within the complex of its victim. The brother goes in and says "Hi I'm with so and so and I represent a company that sells precious metals to Canada." Brother goes on to explain how he can get top dollar for the scrap metal over and beyond what the scrap yards provide. Victim gets taken and says "Sure. here is what I have." Brother looks at what the victim has and then excuses himself for a brief moment returning with the sister. Sister comes as a distraction measure while the brother cases out the entire facility looking for more metal and evaluating how secured the facility is.

Brother and sister load up the goods and brother returns for a final chat with the victim. After a brief discussion the brother says "I'll get your check and a business card just hold on a second." Brother exits the building, jumps into his truck and takes off with the license plates covered over to prevent identification.

The scammers, when they had arrived, parked sideways to prevent the victim from seeing the license plates. The victim noted the high pressure tactics and pushiness the brother displayed. The sister's role was to keep the victim preoccupied until the brother had fulfilled his tasks.

Helpful tips. Never let someone that you don't know into a restricted area. Mark the area clearly with signs that say "Restricted area". Keep dock doors open to 4 feet or less to prevent scammers that pass by in vehicles from casing out your warehouse contents. If you have a trailer stored outside remove the tires and place the trailer on blocks. For forklifts stored outside, remove the battery and propane tank.

defective on its LX MRI. No parts coverage and the coil purchase was at a tune of \$75,000.00 to purchase and install it. Question, could this been prevented with regular routine maintenance by qualified service personnel? Answer to follow in May's edition of our newsletter.

Medical market starting to pick up.

Since late March this year, UMMS has seen a small growth in the market place. Growth that has been missing for some time since the economic melt down at Wall street. We have experienced a huge surge in projects that has our hands full at times. This combined with a small increase in service and sales revenue, and reduced debt has provided a strong outlook for the future.



United Medical Maintenance Services



Volume 4 Issue 4

April 25, 2011

A/C Services and GJ Maintenance are the best in Texas for mobile trailer repair, maintenance, services, transport, and fixed site chiller repairs.

Contact:

A/C Services - Ron Proctor – 214-695-2319

GJ Maintenance - Gary Julian - 972-567-0416



Latest News

UMMS celebrates 6 years in business

On May 1st 2011 UMMS celebrated its 6th year in business. Surpassing mile stones of previous competitors such as ICS Medical, TMMS, JD Imaging Services North Texas and Mutli-Vendor Solutions to name a few. "I can't say that it has been a smooth road for us since our start but we are technically sound and organized and having a good reputation in the market place" states Terry Tennant, owner of United Medical Maintenance Services. "We have much more work to do with projects, plans and developments on the horizon. With the economy loosening its grip around the recession, the future is looking better." Terry, this coming July, will be looking at 30 years of service in the medical industry. Indeed another milestone for UMMS and its success.

UMMS starts work on reconstruction of its web site.

UMMS, on April 30, 2011, contacted a veteran Ohioan to assist in retrofitting UMMS's web site. For many years we have relied on internal resources to handle our web site management, presentation and perception of UMMS. The first piece released May 2, 2011 details an updated modern concept of what UMMS stands for in the medical industry in this modern age. UMMS, since it was formed, has stood behind its core values in the medical community: containing costs while not compromising necessary services to clients for sakes of huge profits. We hope the remaining portions of the web site completed by June.

Erbatec software approved for Picker MRI RF amplifier testing.

On May 7th, UMMS, after several hours of reverse engineering of the processor board used on the Picker MRI RF amplifier, UMMS was able to use its Erbatec software to test and repair Picker RF amplifiers. This break through now provides UMMS, with one software program, to test and repair 1.5T and 1.0T RF

Service, a necessary evil. Continuation from last months article

In lasts months issue we asked the question "could major issues and malfunctions be prevented with regular routine maintenance by qualified service personnel? Well the answer is Yes and No. Maintenance in itself can never prevent events such as and commonly referred to "Acts of God". Damage caused by tornados, floods, hurricanes, lightening strikes, tsunamis, twisters, electrical disruptions etc. However maintenance done in the proper fashion can avoid major problems down the road.

Many colleagues have disagreed with our philosophy and approach to service stemming from frequency of maintenance to how far in depth the maintenance is performed. One gentleman told me that there would be no way for their company to perform maintenance checks at the frequency that UMMS does. I asked him, how much time do you spend putting out fires versus performing routine maintenance. The response was 85%. That's 85% of the time they spend repairing units versus maintenance of the units. The costs for a service company doing maintenance in this fashion is far higher than organizing it self in a way so that routine maintenance is performed, providing savings for both the customer and corporation. Quantity in the revenue stream versus organization and practical common sense.

Remember this logo.

For some you may not recognize it. For others it's been a long time. Mediq Equipment & Maintenance Services was one of several ISO's formed in the early 1980's. MEMS owned by Mediq Incorporated of Pensaukin New Jersey embraced an idea that service of high end diagnostic imaging equipment could be cheaper with no compromise to quality or services.



MEMS started out servicing General Electric 8800 & 9800 series CT scanners. After the fall of Technicare in 1986, MEMS took another chance and hired Brian Turmbull and Bob Schuelter to expand the product line and business of



amplifiers for General Electric and Picker MRI's adding CmedTech Imaging Power Systems to our list of RF amplifier repair and support capabilities.

MEMS. In 1987, MEMS hired Jim Confer to head up the Cincinnati district bringing on the Technicare 2060, Quantum, and HPS1440 CT scanners. In that same year, Terry Tennant, now owner of UMMS, was hired for two purposes. First, to set up the repair center in Arlington Texas. Second, to assist in maintaining the line of scanners in Dayton and Cincinnati, Ohio. MEMS grew quickly and by 1988 had more than 50 engineers on board running the repair and support center. In October of 1991, MEMS brought in Terry Tennant, after several years of servicing the Washington DC area, to work in research & development and provide national technical support of the Siemens DR series of scanners that MEMS had just brought aboard in servicing. Terry along with Mike Myers, Guy Maresh and Shin Lai spear-headed the Diagnostic Communications Computer program. MEMS version of InSite.



In 1994, MEMS struck a deal with R2 Scan Systems to merge together to form the largest ISO in the country. The two corporations together formed InnoServ Technologies.

R2 Scan Systems moved its operations from California to Texas. The merger doubled the size of InnoServ now supporting CT, MRI, Asset Management, National Technical Support, Research & Development and Training. The merger had its bumps and growing pains. InnoServ struggled with its Asset Management program though successful in some areas. In the end, May of 1998, it was announced that General Electric had purchased InnoServ Technologies. InnoServ exists today as a multi-vendor parts repair center for General Electric.



A/C Services and GJ Maintenance are the best in Texas for mobile trailer repair, maintenance, services, transport, and fixed site chiller repairs.

Contact:

A/C Services - Ron Proctor – 214-695-2319

GJ Maintenance - Gary Julian - 972-567-0416



Latest News

UMMS pursues FDA compliance training as an ISO in Texas.

In early June a colleague, helping UMMS with a Xoran Technologies project, convinced us that it was time to get FDA compliance training. The FDA thus far has been handing 483's (Severe FDA compliance violations) to companies both large and small. Recently Philips Medical Systems, located in Ohio, was served with 17 violations of compliance. As we have learned going through the program we can see the entire complex of regulatory rules that if not followed could land a company in severe financial ruins. Having an FDA inspection of medical devices is as serious as an IRS audit. As the old saying goes, rules and laws are not suggestions.

UMMS moves technical publications back to public forum.

In mid June UMMS, after over a year of its technical publication being offline to the general public, has decided to bring it back. The reaction to this has been outstanding. We didn't realize the number of people, abroad domestically and international, that appreciated our efforts. The web interface is much easier than the old site. We continue to research and find quirks and idiosyncrasies in the manufacturer's manuals.

UMMS ramps up part sales, including repairs, to independents and asset management corporations.

While the market has seemed to loosen up, sales for many are not up to expectations. In late May UMMS completely reorganized its warehouse and logistical systems to accommodate the incoming repair of distressed medical devices from customers. So far this has been a hit for UMMS. June was a slow month for us but

we anticipate a pick up of repairs in July and August

Texas Legislature Passes law Permitting Concealed Guns on Employers' Property

The Texas legislature in a heated battle over an employer's private property rights vs. its employees' right to bear arms, guns have won out. On June 17, 2011, Governor Perry signed Senate Bill 321 into law, which permits properly licensed employees to keep a concealed firearm and ammunition locked in their cars while their vehicles are parked in their employers' parking lots, parking garages, or other parking areas, *even if the employer has a policy prohibiting employees from bringing weapons onto their property.*

Are Medicare cuts on the horizon?

With this year being the last year of the Deficit Reduction Act of 2005 we think there will be more cuts to Medicare and the cuts could be quite deep this time. We have read that reductions may occur with reimbursements of services from major hospitals. Similar to the reductions that fell upon Out Patient Imaging Centers for the past 6 years. Others include cuts to patient care, drug prescriptions etc. Since 1997 more than 46% in cuts have been made to Medicare. 1 trillion dollars in cuts since 1991. Is there really anymore room? If fraud does not get under control, with a combination of reduced Federal revenue, Medicare & Medicaid may be a thing of the past and the not of the future.



Latest News

30 years and still going at it.

On July 20, 2011 United Medical Maintenance Services owner Terry L Tennant celebrated 30 years of servicing Computerized Tomography products let alone other modalities in the industry. It was this day after graduating Jane Addams Business Careers Center that Terry was hired into a manufacturing position at Technicare Corporation. In March of 1987 after Technicare was bought out by General Electric and brief 7 month tenor, Terry was hired by Mediq Equipment and Maintenance Services based out Pennsauken New Jersey. Terry went from a floor technician to field service in the Cincinnati area till May of 1990.

From there Terry moved to the Washington DC area as a regional support agent for Mediq Equipment & Maintenance Services. Supporting GE and Technicare products from Pennsylvania, Delaware, Maryland, Virginia, Massachusetts, Rhode Island, New York, Connecticut, Vermont and Maine let alone covering his accounts at Walter Reed Army Medical Center in Washington DC and Mount Sinai Hospital in Baltimore Maryland.

In Oct 1991 Terry was transferred to Arlington, Texas to join an elite R&D team that Mediq assembled for diagnostic software programming. This was largely due to Terry's CALI, CALD and MDS programs that he had written in the field to speed up repair time and accuracy for Technicare CT products. The team was impressed with Terry's telecommunications abilities and passion in providing technical information to support the engineers in the regional area. This later proved to be valuable asset to Mediq and there approaches to service and support.

Terry worked for Mediq for 10 years earning a 10 year pin for service and many other awards. In September of 1997 after going through InnoServ Technologies merger Terry saw possible opportunities, as the markets changed, to team up with various entrepreneurs. All of which didn't

Record heat in Texas

I'm sure everyone has seen on the national news seen that Texas has been pounded for 40 days straight of triple digit temperatures. The worst of the heat wave was when temperatures were between 105 – 110 degrees (actual temperature not factoring in the humidity) starting at July 22nd and lasting until August 11th. This streak ended August 11, 2011 missing the record of 42 days set back in 1980. Also Dallas & Fort Worth got its first rain in 40 days on August 13th. I've spoken to many Texans that lived here at that time and they said that this was hotter than the heat wave of 1980 though meteorologists disagree.

US Federal Appeals court rules against key provision of the Healthcare reform bill

On August 12, 2011 the US Federal Appeals courts ruled against the provision of the Healthcare reform act that made it mandatory for Americas to obtain health care coverage. It was reported that, in a 2-1 ruling in Atlanta US Federal Appeals court, that the mandate to purchase health insurance by 2014 or face penalties was deemed an improper use of federal authority. However a US Federal Appeals court in Cincinnati ruled the mandate to be lawful. I suspect that this will end up in the hands of the US Supreme court.

UMMS finalizes and releases new software program called ErmesX

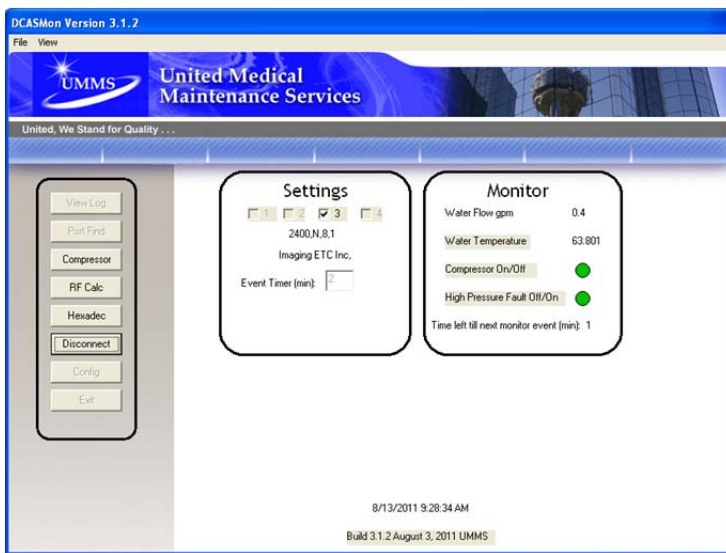
On August 11, 2011 UMMS released a new program called ErmesX. This program allows the end user to search 9045 definitions of error codes used on the General Electric 8X – 11X MRI systems. Crest Services, located in Coppell, Texas was the first support customer of UMMS to download this program from our web site. UMMS is waiting for feedback from Crest on our program.



work out to expectations. Finally in May 2005 United Medical Maintenance Services was founded and continues today in servicing the medical industry 6 years strong.

UMMS releases new DCAS monitor program.

For several weeks now, UMMS has been testing its version 3 of the DCAS Monitor. This monitor allows UMMS to remotely view water flow, temperature and the cold head compressor status. This program has a built in tracking system for compressor hours and hours on the absorber system. New features incorporate email and cell phone messaging when a failure occurs.



Technicians versus Engineers.

This is a subject of conversation I hear about most of the time. With many customers there is no distinction. As to say, a technician is an engineer and an engineer is a technician. Not entirely true and a misconception. Field technicians are trained to a certain level, in their field, to handle routine service calls that are not complex in nature. If the problem is complex, the field technician will contact an engineer for assistance. Field technicians usually will have less than 10 years of practical experience before moving up the ladder. This is based on the field that they are in.

Engineers however take on a different role. Engineers are folks that have extensive experience, 20 or more, in their respected fields knowing how to trouble shoot very complex problems with little or no assistance. Knowledge of how circuits work based on a schematic layout. How to possibly repair defective circuits down to a component level. They possess the skills of reverse engineering circuits without schematic drawings. They possess skills of hardware designs, beta testing, training guides etc. These folks are true genuine engineers.

Why this article? Well there are many service companies in the medical industry who represent their technicians as engineers. We have heard of stories from customers abroad of these supposed trained engineers with years of experience. Scenario, a supposed engineer who is interviewing the technologist of their problem and, without opening one cabinet, gets on the phone to someone else reading off the error verbiage from an error log. Question – Technician or Engineer? Another scenario - a supposed engineer walks into an equipment room looking at a fault code of a cabinet and then gets on the phone to ask what the error code means. Question – Technician or Engineer?

Last scenario, given the last statement, supposed engineer is given the error code information and takes a peek inside the cabinet, looks at device and says it bad because it looks bad due to tarnish. To elaborate further supposed engineer didn't bring in testing equipment such as meter, oscilloscope, dummy load, laptop etc. to verify the component was bad. Question – Technician or Engineer?



Latest News

UMMS passes state inspection.

After months of FDA compliance training, by Medical Resources Alliance located in Wexford Pennsylvania, UMMS on August 26, 2011 received its annual inspection by the State of Texas Department of State Health Services. This thorough inspection lasted 2 ½ hours. In the end, United Medical Maintenance Services was pleased of the outcome. No write ups. “We have never gone through a state inspection in the past 6 years without some discrepancies or deficiencies. But not to have any, wow! I am most pleased with the compliancy training program and it was money and time well spent” says owner Terry Tennant. The inspector was impressed with UMMS’s database tracking system, FutureX, the operating procedures, compliance manuals, policy & procedures and many other manuals and documentation that were available for the inspection. No doubt the program had a big impact on the way that UMMS has done things versus the past. “There has been a total attitude change, the past few months, in the way we conduct business and the how we look at regulator matters. This program has not just helped us be more aware but its helping us educate our customers and the bottom line is patient safety” says Terry.

UMMS offers a special thanks and appreciation to our compliancy officer of regulatory affairs Richard Greb and to Thomas J Quinn of Medical Resources Alliance on a great job with the compliance program and training.

DCS proves another advantage point.

For several years now, since its release in October of 2009, the DCS remote communications computer has yet proven another advantage point for UMMS and customers. Just recently, on August 23rd a Dallas customer was having trouble with their MOD drive. Symptoms were, it would read and restore old patient data, it would attach, it would label disks and backup site

Record heat continues in Texas

After August 11th Texas has had 15 more days straight of 100 plus temperatures. Again approaching to break the total number of 100 degree days in one summer set back in 1980 at 60. Thus we are at 55 days as of the 26th of August with today high hitting 109. Texas has broken multiple records of the low temperatures at night hovering in the low 80’s. By 10am we were seeing temperature in the 90’s. Texans have been under heat advisory since mid June and under water conservation ban since July 21st. Finally on September 5th the heat wave broke its grip sending day time temperatures in the low 80’s. A pleasant relief to a very long hot miserable summer.

Shimtec, new software program on the design board.

UMMS announces on August 26, 2011 that its new program called Shimtec is on the drawing board. Shimtec is a software program that works with the GEOX2112 series shimming power supplies. This program will allow end users to program and burn in shim currents using a laptop. The features of the program are;

- Programmable voltage and current to the shim coils.
- Automated current adjusting when burning in new currents.
- A database log to track all current burnt into a magnet. Great for retrieving old current values quickly to burn back in.
- A timer function for the proper coil burn in time and switch heater cool down time.

No more stop watches, repeated dialing up and down of shim currents! Our program simplifies the process, making it faster and easier to shim any GE Magnet including the 3 tesla LCC300. However we didn’t leave out the manual mode and control aspects of the shim supply. The end user can elect to manually program the



specific files but strangely enough it would not archive patient data. UMMS replaced the drive with a known good one from stock and got the same problem. We brought back the site's old drive and tested it on our LX MRI test stand and the old drive worked fine. A peculiar problem.

Another issue facing the customer and UMMS was the 148 examinations that needed to be preserved or face the possibility losing all the patient data. This would then result in patients being re-scanned at probably the customer's expense let alone the inconvenience to the patients. We then started putting on our thinking cap finding a practical way of preserving the patient's information so it could be restored back to the system when the problem with the MOD drive was resolved.

On our DCS computers, we load a workstation program to store QA images after each PM. UMMS uses this data for its QA reporting to customers every month. After testing an idea and theory at our home office we finally came up with a viable fast way to store the image data on our DCS machine then fix the MOD. Thereafter we would restore the old data back to the MRI hard drive. This was a success. No lost patient files and the MOD drive is fully operational. The problem turned out to be a corrupted area within the archive server which required the reloading of operating system and application programs.

This developed onsite computer, which can be accessed remotely, has saved UMMS many steps in troubleshooting and a complete cost savings to UMMS customers.

currents into the shim coils.

UMMS plans to have the program written and tested by mid September. Customers that have series 2 & 3 will receive the software. For series one, an installation kit will be sent out along with the software.

Philips Medical Systems gets hit with major recall.

On June 1, 2011, Philips Medical System issued a recall field correction action. This involves over 412 CT systems manufactured at the Cleveland Ohio facility. Reason for the recall is over the vertical brake hub assembly. Philips reports that the patient table could have an unexpected downward motion, uncommand, while a patient is on the table. This recall field correction affects the MX8000 4 slice and dual slice CT scanners for Philips Medical Systems. If you have this type of unit contact Philips Medical Systems immediately for this manufacturing correction.

CT Perfusion over-dosing. Is it out of control?

Yet another bad report on CT Perfusion involving harm to patients. On April 21, 2011 a West Virginia hospital reported several cases of radiation over-dosing. This involved GE's Light Speed VCT CT scanner and perfusion studies. What was found was that the technologists at this hospital steered away from the protocol prescribed by GE thus increasing the scan parameters (mA) to enhance the image quality though the recommended protocols by GE proved to produce diagnostic quality studies at significantly safer levels. This, with several hundred cases reported across the US in the past 2 years, indicates that the responsibility for the vast majority of failures lies with the hospital and radiology staff.



Latest News

UMMS PM&L contracts. A big hit with customers saving costs this year.

.At the start of 2011, UMMS introduced its new contract concept called PM&L. This type of contract puts more money in control of the customer with minimal impact on servicing the equipment. With the economics still in recovery, this plays a big role with imaging centers that are struggling. Several centers this year have embraced and signed up with our contract concept. On the horizon are congressional proposed cuts in Medicare and Medicaid that no will doubt impact the imaging centers again. Service organizations will have to slim down even more to meet the demands of market.

UMMS announces release of its Shimtec software program.

UMMS announced on August 26, 2011 that its new program called Shimtec is on the drawing board. On October 12, 2011 UMMS completed and released build 2.3.5 of its Shimtec software. Shimtec is a software program that works with the GEOX2112 series, 1-3, shimming power supplies designed and built by UMMS. This program allows the end user to program and burn in shim currents on GE super conductive magnets using a laptop. The features of the program are;

- Programmable voltage and current to the shim coils.
- Automated auto stepping when adjusting to new currents.
- Voltage and current diagnostic testing.
- Detailed event logging.
- Expanded command language set.
- Easy to use windows interface.
- Versatility allowing end users the choice when setting and burning shim currents.

UMMS completes design and building of its GEOX2111 version 2 ramp supplies.

On October 31, 2011 UMMS announces its release of the GEOX2111 version 2 ramping power supply for General Electric super conductive magnets.



Seen above is a production photo of the new unit. This light weight compact unit generates up to 1000 amperes of current. More than sufficient for the General Electric style super conductive magnets in service today. Like the version 1 units, the modular design allows for easy travel unlike older units that were extremely heavy, bulky and prone to shipping damage.

ACR accreditation. The year end rush.

As you are probably aware , the deadline for imaging equipment to be ACR accredited ends December 31, 2011. All imaging centers and hospitals that handle Medicare and Medicaid patients must have their imaging equipment ACR accredited in order to receive reimbursements next year. Those centers that don't handle Medicare patients aren't affected by this deadline though it will probably be mandated in the future. Now the rush is on. Many centers, late in the season, are contacting medical a physicist to have their equipment evaluated and tested for accreditation. Service companies too are on the move correcting issues or assisting in the process. This is the most active year for accreditations that we've seen in years.



- Manual or Laptop control of the shim power supplies.

UMMS in the coming weeks will be contacting customers, owning its version 1 and 2 units, and offering discounted upgrades.

UT Southwestern bids farewell to old MRI system.

On October 17, 2011 UT Southwestern – St Paul Hospital says goodbye to its General Electric Twin Speed MRI system. UTSW recently purchased a new MRI by Philips Medical Systems in place of the old work horse. Duke Medical Equipment International contacted UMMS to assist in the ramp down and removal of the unit. Though there were obstacles during the process of removing this system, the UTSW staff, Duke Medical Equipment and UMMS worked together ending the project on a happy note with a very satisfied customer from New Jersey. The photo below is a picture of a 600 ton crane lifting the magnet off the second floor of the hospital to over 100 feet in the air then turning 180 degrees about to place the magnet onto a flat bed trailer. This was indeed quite a feat to witness. By the way the crane costs, \$1000.00 per hour.



UMMS completes version 3 designs and building of its GEOX2112 shim supply.

On October 15, 2011 UMMS announces its release of the GEOX2112 version 3 shimming power supply for General Electric super conductive magnets.



The version 3 shim power supply compared to version 1 has come a long way in features and enhancements. This shimming unit of General Electric super conductive magnets is faster, efficient and versatile. While the main switch panel and shim power supplies remains a trademark design of UMMS, changes were made in other areas to enhance the system as a whole. This unit saw action at UT Southwestern – St. Paul Hospital on October 17th, passing with flying colors.

It has been busy 4th quarter of the year for UMMS. Many new software and hardware product releases with more ideas and concepts are on the horizon.



Latest News

Remote site monitoring and access returns to forefront for ISO's.

For some time now, ISO's have not had to worry about competing against other ISO's and the manufacturers when it comes to remote monitoring and access. INSITE for General Electric is an example. But this year that has seen to change. ISO's are competing with their own on-site communications and monitoring systems. Platinum Medical announced its on-site system after being acquired by Oxford Instruments on November 4th. Genesis Magnet Services released its new monitoring system later on before the RSNA show in Chicago. One reason UMMS received contract renewals this year was due to our established DCS (Diagnostic Communication System) program that monitors the cold head and magnet cryogen systems. It allows us to troubleshoot problems remotely using another software package called TeleWinLX. It alerts us and our customers whenever a failure occurs within the system. UMMS has designed the 3 phase monitoring circuit for 208 and 480 volt systems to expand its DCS product. Now it's in the product development stage of assembly of the circuit for beta testing. We are hoping to have a fully operational board and software package by the end of January 2012.

UMMS backs and supports Medical Resources Alliance.

Since 2005, Medical Resources Alliance, based out of Wexford Pennsylvania is an industry leader. For many years MRA has helped and educated ISO's and customers throughout the US



in solving complex problems and issues. MRA high standards and ethics are impeccable and something the Medical industry has been missing and not seen in a very long time. MRA members have access to high quality independent sources of services. MRA members can obtain services from consulting, FDA compliance training, to equipment purchasing, to equipment servicing, to disposal of equipment, to construction, to facility services to financing and more, much more. No fraternal order to this organization. Just good pure industry standards, ethics and policies.

One of the best CT/MRI physicists on ACR accreditation.

On several occasions this year, UMMS has had the privilege of working with Dr. Jerome Gonzales, a well respected physicist, on ACR accreditation. "I was truly impressed, on a Picker CT ACR survey performed earlier the month, by Dr. Gonzales and his in-depth knowledge of CT and MRI physics. "Dr. Gonzales is truly genuine" says Terry Tennant of UMMS. "Together we able to solve a perplexing problem involving a 4th generation spiral CT technology, a Picker PQ5000, which pertains to the half-field or head studies on these scanners. The entire manufacturer testing protocols for quality assurance passed but the ACR testing protocols would not pass. "We conclusively, together, found what was causing this issue" says Terry Tennant. Dr. Gonzales informed the ACR of the findings, backed by physics and fact, to the review board of the ACR. Currently they are reviewing the data to incorporate this into their protocols for future testing. UMMS also found a similar case on a GE multi-slice scanner whereby all testing parameters were met but an obscured artifact on the head studies was an area of concern for failure. This again was attributed to the testing protocols of the ACR on head studies for CT scanners.

On a second analysis of the PQ5000 CT system performed on November 29, 2011 by Dr. Gonzales, it was found that the unit would meet the entire necessary requirements for ACR accreditation. Our customer was indeed pleased with this news and very happy they chose and entrusted UMMS with their expertise and knowledge as their service provider.



United Medical Maintenance Services wishes all that have supported and entrusted us a prosperous, safe and happy holiday. See you in 2012.

Sincerely,

UMMS Customer Service