

BioTech X-ray News



Two Sides to Everything – Even Pancakes!



Throughout Vic Underwood's career, a thirst for knowledge and a passion for the nursing industry were ever-present. In high school, Vic became the first male in his town to enroll in a nursing program, and upon graduation, he received what he calls an "athletic scholarship" to college.

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BioTech X-ray Staff Celebration

BioTech X-ray first opened for business on Tuesday, July 5th, 1994. To celebrate the enclosed insert.

15 years in business, the staff of BioTech X-ray and their families will gather together at Lincoln Park in Springfield, Illinois on July 25th, 2009.

PLEASE NOTE: We will be minimally staffed on Saturday, July 25th from 11am to 5pm, so our staff can enjoy the celebration.

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BioTech X-ray's History
and Employee
Anniversary's Insert

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Changing to BioTech X-ray... IT'S AS EASY AS 1, 2, 3!

*"Nobody likes change."
"Change is always difficult."
"If it's not broke, don't fix it."*

These are all cliché's that we hear with regard to changing vendors. But you can put the old clichés to rest. We've made changing vendors simple and convenient, as confirmed by some of our new clients.

Liza Pequeno, Administrator of Loving Care in St. Louis, happily reported, "The transition from my prior vendor was simple, very easy". Liza also added, "BioTech X-ray's service is excellent. All staff is very professional and friendly."

The Director of Nursing from Galesburg Terrace writes, "We just wanted to write and say thank you for your exceptional service which has been nothing except positive. The transition to your company was so easy."

One benefit that BioTech X-ray offers is an on-line radiology information system known as BTXplorer. Through BTXplorer, facility staff and physicians have 24x7 access to their patient reports, images and invoices. Per Liza, "This tool is invaluable, very easy to use. It is a great asset".

Not only is BioTech X-ray "the patient first people", we also strive to be "the client first people", making the process of changing from another vendor to be simple and problem free for the client. It's as easy as 1, 2, 3!

1. Contact your account representative or our corporate office at 877-909-9729 or e-mail sales@biotechxray.com.

2. Your representative will follow up with you in person or even by phone to get you started.

3. Simply call our toll free number to order your exam, and your completed requisition will be faxed over to you.

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After his formal schooling, and participating as the Athletic Trainer, he became a Paramedic, then a licensed EMT. He furthered his education and became a licensed Radiologic Technologist, and soon found his niche in the portable radiology industry.

Vic began working for BTX soon after it's inauguration in 1994. He quickly grew his territory in Southern Illinois and Missouri before being sidelined by one of his stays in the hospital.

Once Vic returned to the field, it was apparent his health couldn't keep him down. Vic acknowledges that his values learned as a child, combined with sheer determination were the driving forces behind his success at BioTech.

His earlier medical training helped him understand the needs of the nursing and technical staff, but it was his time spent in a nursing home recovering from a hip fracture where he truly gained appreciation for the role of the portable x-ray industry. Shortly thereafter, he was promoted to VP of Operations for BioTech X-ray and coined the slogan:

"the patient first people."

Following his promotion, BioTech X-ray grew by their largest margins. Vic states, "It was my ability to see all sides of the industry that allowed me the advantage of keeping a level head on all aspects of the business."



Vic retired from BioTech X-ray in late 2007, and continues his battle with health concerns. Upon his latest release from the hospital the nurse told him, "you must not be finished here." Vic's reply, "I'm not done yet!"

Faced with his ailments, Vic still remains positive. He exclaims, "There are two sides to everything, including pancakes- I choose to look towards the buttered side!"

Vic continues to be supportive of his church, and is currently remodeling his house, a bit at a time. His thirst for new challenges and love of new gadgets still subsist.

Thank you, Vic, for your great commitment and contribution to our organization. It wasn't only the knowledge you brought, but the one-liners, optimism and cheer-leading that will always inspire us and never be forgotten.

Onward & Upward!

Blessed With an Angel

Angel Penrod that is! Angel is a familiar voice to our clients. Always answering the phone and dispatching with an upbeat, happy voice. Angel joined BioTech X-ray in April of 2007. Referred by her mom Peggy, a valuable receptionist from the lab side, we knew we couldn't go wrong. Angel takes her duties very seriously and she has proven to be a great detective. Whenever there's been a glitch anywhere in the system, Angel doesn't rest until she figures out what happened.



Angel, 36, is a busy single mother of two girls, Karoline, age 3 and Kelsey, age 9. They are the center of her life. In her spare time, she enjoys camping, especially the bonfires and s'mores, going to movies, bike riding and concerts. Although a big fan of country music, she is looking forward to seeing the Jonas Brothers in July!

She loves Mickey Mouse, the color red, the St. Louis Cardinals, and anything that involves her girls. Residing in Troy, IL, she is an alumna of Triad High School in Troy, and McKendree College (now University) in Lebanon. Prior to BioTech X-ray, she spent 10 years with St. Louis University, SLUCare, Department of Internal Medicine doing billing and coding.

Besides backing up Dawne on dispatch, Angel takes care of all aspects of our billing and coding. She works with our clients using BTXplorer, our on-line system. If you don't have your user name and password yet, or need help with your PPS billing or online scheduling, give Angel a call. She will be more than happy to walk you through the process.

BioTech appreciates the great job Angel does, and truly feels blessed to have such dedicated and loyal employees such as Angel.



Thoughts from... The Alverno Health Care Facility

We appreciate the service BioTech provides. It enables our residents to receive x-rays right at The Alverno. This provides them with a more comfortable and private atmosphere. This service also eliminates the need to transfer them in and out of vehicles and wheelchairs. I have always found the staff to be courteous, professional and timely.

*Sincerely,
Sheryl Schutte, Co-DON
The Alverno Health Care Facility, Clinton, IA*

JR Owens – Acct. Representative Central Illinois Region



grown significantly under his leadership, and JR now focuses his primary efforts on new sales and client service, as well as managing the area's technical staff.

JR resides in Decatur with his wife and four small boys, including their most recent addition, Zane Andrew, born on May 18th. He serves as a local volunteer firefighter, cub scout master and baseball coach. JR is also an avid trick billiards enthusiast who competes at the professional level in the Artistic Pool arena.

JR Owens received an associate's degree in Applied Science in Radiography from Lincoln Land Community College, Springfield, IL. Prior to joining BioTech X-ray in August 2004, JR worked in the radiography department at the Hoopeston Community Hospital in Hoopeston, IL.

JR managed the Central Illinois area on his own that first year, taking x-rays and signing on new accounts. The area has



Welcome to BioTech X-rays' Newest Clients

Central Illinois

- Jacksonville Developmental Center
- Lincoln Illinois Correctional Center
- Western Illinois Correctional Center

Metro St. Louis

- Century Assisted Living
- Dutchtown Care Center
- Loving Care Home
- The Riverview

Quad Cities/ Northern Illinois

- Belle Plaine Nursing & Rehab Center
- Bickford Cottage Davenport
- Forest Hill Health & Rehab
- Galesburg Terrace
- Good Shepherd Manor
- Mendota Lutheran Home
- Rockford Nursing & Rehab
- Camelot Terrace
- Heritage Manor Streator

Southern Illinois

- Enfield Nursing & Rehab

BioTech X-ray
Celebrating 15 years in Business
See Insert

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Dear BioTech X-ray:

We just wanted to write and say thank you for your exceptional service which has been nothing except positive. The transition to your company was so easy and scheduling is as easy as a simple phone call; we have no regrets. We will recommend your service to any facility or Drs. office.

*Thanks Again,
Lanetta Orozco, RN, DON
Galesburg Terrace, Galesburg, IL*



Check us out on the web at:
www.biotechxray.com



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... the patient first people.

WE'RE ON THE WEB!
WWW.BIOTECHXRAY.COM

The Patient First People – partnering with our clients to put patients' needs before our own.

Holiday Schedule for BTX

BioTech X-ray will be
closed for the following
upcoming holidays in 2009:

Sept. 7
Labor Day

Nov. 26
Thanksgiving Day

Dec. 25
Christmas Day



Go to **www.biotechxray.com**
to order exams, check exam status, view and
print results, view images, designate billable party and
view and print invoices--**24/7**

To receive your user name and password,
contact Angel Penrod at 314.22.2700 Ext. 228, or
angela.penrod@biotechxray.com