

Meet Joe

Joe Giglio, Rice Lake's national director for the Health Industry, has 20 years of experience in health scales. He's traveled the world: China, Japan, France, Germany and the United States. For many years his travels took him through Rice Lake, Wisconsin. Everyone in the scale business knows of Rice Lake Weighing Systems. Little did Joe know that one day he would be working for Rice Lake to introduce the world famous industrial scale manufacturer to hospitals, fitness centers and weight-loss clinics.

Joe admits the job is a challenge, "Rice Lake is very well known and respected in the industrial world. Rice Lake's SURVIVOR® truck and track scales, industrial and laboratory scales and line of indicators are generally considered the best money can buy. No one can touch Rice Lake's commitment to service. Breaking into the medical field requires us to transfer that reputation for quality

and service to medical equipment distributors and buyers.

"Rice Lake doesn't have that brand recognition in the health field, but these people know me. They know I represent products that can be trusted. I know what

physicians and clinicians are looking for: dependability and ease-of-use at a reasonable price. Once they learn of Rice Lake's long history as the leader in weight-related technology, they'll trust Rice Lake as well.

"I am very confident that Rice Lake will enjoy the same reputation for top quality and leading technology in the health field as they do in the industrial weighing industry. That is why I am here." Joe plans the work and works the plan. Visit Rice Lake's new website www.ricelake.com/health and learn more. ■



Salt Lake City, Utah

Mark Hastling, field service engineer for four dialysis centers in Utah, had originally purchased a dialysis scale through a medical supply company. But the scale did not hold up to the application. Weighing patients up to several hundred pounds in heavy dialysis chairs caused the scale to break down and require constant service.

Mark says, "The scale teeter-tottered. It would be five kilos off from one section to another. We would have it repaired and it would break down again. When we contacted the scale manufacturer, they were not concerned. They were definitely not service-oriented. I called Rice Lake and Rodger Kimber and Pete Gallegos came over the same day."

Pete, general manager of Utah Scale Center in Salt Lake City, notes, "The original scale was being marketed as a dialysis scale but the feet didn't have lock nuts, so they couldn't be locked, and there was no way we could add them. We installed a 42" x 36" Rough-Deck® HP with lockable feet and added a custom chrome grab rail, connected to a Rice Lake IQ plus® 355 indicator.

Mark is happy with the Rice Lake solution. "It's durable and accurate. It weighs in kilos or pounds. The cost was low. And Rice Lake stands behind it. That is very important to any clinic." ■

Rice Lake makes rounds

Burlington, Kansas

Patty Thompsen, office manager of Coffey County Health System Physician Clinic in Burlington, KS, says their old scale scared little kids. "It was an eyesore, big and black, and small children were afraid to get on it. It was inaccurate weighing heavier adults. I'd say, 'Wow! You lost 20 pounds?' I would ask them to get back on the scale, and it would show 20 pounds the other way. We also wanted to upgrade our baby scale. So I started researching on the Internet."

Patty called Jeramy Jackson at Electronic Scale Systems Inc. in Kansas City, and discovered she could afford to purchase several scales and stay on budget. Now the clinic has a new eye-level physician scale, handrail scale, wheelchair scale and baby scale.

"The scales are quick. I like that, especially with children. They can hang onto the handrails and that helps them stay still. These scales are a huge improvement over what we had." ■



Patty Thompsen, Coffey County Clinic office manager and Joe Giglio, Rice Lake national health industry sales director.

Barron, Wisconsin

It seems surprising that a community of modest size, blessed with an abundance of natural lakes, should also possess a Community Center with a huge swimming pool, hot tub, aqua massage, tanning beds, a weight room, an aerobics room, racquetball courts, and an impressive theater where the local theatrical club mounts plays.

It came as a gift that grew. In 1988, the Wallace H. Jerome family, through the Wallace H. Jerome Foundation, Inc., offered a gift of \$1,000,000 to the Barron community with a challenge to raise funds to match the gift. The community matched and surpassed the Jerome gift to fund the \$2.65 million project.

Angie Buckley, the executive director of the Center, was not pleased with their original weighing equipment. "If people leaned a certain way, the weight fluctuated. Older people had to lean back to read their weight, and suddenly they weighed five pounds more or less. Thanks to Rice Lake Weighing Systems, we now have an accurate and modern scale!" ■



Angie Buckley, Executive Director of the Barron (WI) Area Community Center.

Cleveland, Ohio

Amy Andler is a Community Health Services Liaison from the Cuyahoga County Board of Mental Retardation/Developmental Disabilities. "We were using a portable wheelchair scale out in the hallway and people had to get out of the chair so we could weigh the chair and then get back in to be weighed in their chair. Many of our clients are fragile or high-risk. It was too much movement for them and inefficient for us."

Tim Gunn, Ohio Counting Scale Inc., suggested installing a Rice Lake Rough-Deck® and attaching the 450-pound exam table to the deck. The 420i Indicator is hung on the wall. The motorized exam bed can be raised to a sitting position. Clients can transfer more safely and comfortably directly to the table for examination and weighing.

"Finding a way to measure a patient's weight without having to juggle a wheelchair, or reweigh the wheelchair and other personal items after the patient was transferred to the exam bed, has been very helpful to the team in our clinic." ■



Amy Andler, Community Health Services Liaison from the Cuyahoga County Board of Mental Retardation.

