

vital signs

November/December 1990, Volume 2, Issue 5

Southeastern's Annual Thanksgiving Feast

Come and Get It!

The employees of SEHS have never made a secret of the fact that they enjoy a good meal. However, on November 16, it was never more evident.

The line formed early for the Annual Thanksgiving Turkey Dinner. The feast prepared by M.J. Taylor Catering was of the utmost perfection. Turkey with dressing, ham, green beans, corn, yams, and dinner rolls made up only half of this magnificent dining experience. The employees went all out this year and filled three tables with over 75 different dessert treats! Some of the favorites were Janice Nettles' fresh coconut cake, LaSonya Dickie's apple cobbler, Linda Barnett's chocolate chip cookies, and who could forget Stephanie Jessup's dump cake?

Tables were setup in the warehouse to seat the over 150 employees and guests that turned out to celebrate the holiday. Three of Southeastern's salespeople were

able to join the festivities. They were: **Jim Short, Bob Hartley, and Scott McInville.** Dignitaries from various hospitals were also present, including: **C.L. Tilley**

of Forsythe Memorial, **Patsy Coats and Wanda Tanner** of Betsy Johnson Memorial, and **Art Moore, Charles Newman, Daphne Underwood, Dayna Hauschild, Janet Isackson, and Linda Briggs** of Duke University Medical Center. The friends and family present were: **Mrs. Mary Higginbotham-** Mr. Manning's sister, and **James and Ruby Boone-** Mrs. Manning's brother and sister-in-law.

The line had already formed when **Les Herod** gave thanks for the dinner. M.J. Taylor Catering dished out plate after plate of hot turkey and ham with all the fixins'. It was amusing to watch the dinner line get shorter while the dessert line got longer. As usual, there were plenty of smiles for **Debbie Allee** and her camera.

When asked her thoughts on the outcome of the annual event, coordinator **Janice Nettles**, replied, "I think it was a tremendous success. Everyone enjoyed themselves a great deal. I'm certain Mr. Manning would have been proud of all of us."

In our society of hectic holidays, let's not forget to give thanks for all the precious and wonderful things in our lives- family, friends, and so much more!

Written by Pamela Greenhill



Above: Employees and guests sit down to celebrate Thanksgiving with a traditional turkey dinner

Holiday Wishes from Ray...



To Southeastern employees and families, I want to take this opportunity to wish not only all of our employees, but their families as well- a very happy and safe Holiday Season!

Everyone of you has contributed to a successful 1990 for Southeastern. It is entirely appropriate that, during this season of giving thanks for our many blessings, we recognize the fact that Southeastern is made up of 200 very special, talented, and dedicated people. For this I am thankful.

I am also thankful for those employees of Southeastern who organized a group of people to adopt a needy family for Christmas. I am thankful that we have taken time to be mindful, and to pray for, those employees who have loved ones in the Middle East. I am also thankful for those Southeasterner's who organized the annual Founder's Day in honor of my father. As I said before, Southeastern is indeed made up of 200 very special, talented, and dedicated people.

Again, I wish you and yours a Happy Holiday Season, and I look forward to our future together! Thank You...Ray



Below: Mrs. Manning, Daphne, Janice, Mrs. Higginbotham, and Mrs. Boone chat in the employee breakroom before lunch



Employee of the * Month *

The employee of the month for October 1990 is **Joy Winslow**. She has been with SEHS since April of 1985. As head of Fayetteville's Data Processing Department, Joy demonstrates a sincere willingness to provide quality service for all facets of the ever changing data entry system. She



Joy Winslow

maintains consistency in a sometimes very stressful environment. She has gained the respect of her colleagues with her fair leadership abilities, as well as her knowledge and understanding of the position that she upholds.

Aside from being a model employee, Joy is a dedicated wife and mother as well as a friend to all who know her.

Congratulations Joy! Southeastern is very proud and honored to have such a fine employee!



Barry Lane

The employee of the month for November 1990 is **Barry Lane**. He has been with SEHS since July of 1984. He is in charge of the shipping department in Southeastern's Richmond office. He is a very dedicated and hard working employee. Barry doesn't just tell others what needs to be done, he helps get it done. He pulls orders, ships out truck orders, helps with UPS and intown deliveries, does pull and holds, loads out trucks, and anything else he is asked to do. He unloads the Fayetteville trucks and checks in both UPS and RPS. Barry is the one to come to when you can't find something because he either knows where it is, or will look until he finds it himself. He always volunteers for overtime and never calls in sick, even when he is!

Congratulations Barry! We are thankful for all you do!

Les' Mess

Tip...The longer you make callers wait on hold, the longer your average call will be. The reason? They'll spend their first few moments complaining about the wait.

Tip...When using public phones, it's still easy to use AT&T. **Listen** for a voice saying "AT&T" after you dial 0+Area Code+Number. That's your assurance you've reached AT&T. If your don't hear "AT&T," hang up and **dial** our easy access code, **10+ATT+0** (102880). Then continue dialing the Area Code+Number to reach your party.

Reminder...When listening to voice mailbox messages, press the star (*) key to adjust the volume.

Phone System Installation...As most of you know already, SEHS has invested in a new phone system. The many features of this system are too numerous to list here, but include Automatic Call Distribution and linkage of Fayetteville and Richmond as local extensions of each other. The date for switchover in Fayetteville is January 2, with mid to late January being the date for Richmond.

vital signs 2

Employees with family in the Middle East...

Our thoughts and prayers are with all the SEHS employees and their families that have loved ones in the Middle East.

Twana Sue Ammons- SEHS employee
Sharon Banks-

PFC Dale Helton (brother)

Faith Barnes-

SSG Leonard Barnes (husband)

Stacy Bowen-

SGT Mark Bowen (husband)

Constance Bowers-

1SG Jim Sutherly (brother-in-law)

Willie Carroll-

SGT Kyle Trout (son-in-law)

Cindy Cronin-

SSG John Cronin, Jr. (husband)

Tracy DeLander-

SGT Kurt DeLander (husband)

Stephanie Demaine-

PFC Jason Demaine (husband)

Carmen Givens-

SPC James Givens, Jr. (husband)

Carla Godfrey-

1SG Larry Smith (fiance')

CPL Raymond Jacobs (nephew)

Cindy Handley-

CSM James Handley (husband)

Ingrid Harrison

CPT Calvin Harrison (husband)

Ursula Harrison-

CW2 Larry Harrison (husband)

Kris Mayer-

2LT Jonathan Mayer (husband)

Kathy McCreary-

SPC Steve McCreary (husband)

Janice Nettles-

PFC Walt Mathias (nephew)

Doug Sasser-

SPC Tommy Hedrick (nephew)

Joy Stephens-

SP4 William W. Walker (fiance')

Lisa Weaver-

SSG Michael Weaver (husband)

Contributions Needed

This year, the employees of SEHS have gotten together and adopted a needy family for Christmas. **Ellen McDonald** and her family were selected from the Christmas Opportunities Program at Eutaw Shopping Center. Needed items are: clothing, canned goods, books, toys, puzzles, games, etc. Anyone wishing to contribute should see **Patti Tolar** or any hospital customer service representative.

Check presented to Duke Medical Center

On September 25, 1990, employees of Southeastern honored their founder by creating the "O. R. Manning Memorial Fund" at Duke University Medical Center. After collecting for several months, a presentation was made to Mrs. Manning. The day was proclaimed "Founders Day".

Two weeks later, **Jim Short**, presented a check for \$1,500.00 to Alan Herosian, associate director of Duke University Medical Center. See pg. 4 for address to send future donations

Photograph submitted by Jim Short



Close-Up... Homecare Dept.

They're always there with a warm greeting for the customers. They listen to the needs of the elderly and the sick. They maintain a clean, organized work area. They are the employees of Southeastern's Homecare Department.

Established in February of 1987, this department has grown beyond everyone's expectations. Homecare services Cumberland County and surrounding areas with high quality healthcare products.

As customers walk in, they are greeted and assisted by **Willie Carroll** and **Marsha West**. Some of the things these ladies are trained to do is: instruct customers about diabetic and ostomy supplies, demonstrate how to use oxygen concentrators, custom fittings of wheelchairs, and much more. The general public is welcome to purchase thousands of SEHS items over the counter through Homecare. They can also place various special orders to meet customer needs.

Another advantage of this department is its 24-hour emergency service. **Paul Mack**, hospital supply technician, has been with SEHS for 8 months. He is responsible for home delivery and setup, residential service calls, and maintenance of equipment. When a homebound patient needs assistance after office hours, Willie and/or Paul are available to go to their residence and help them.

The walls and shelves of the Homecare Store are filled with gauze, crutches, lotions, anti-embolism stockings, walkers, insulin syringes, and lots more. The store carries various larger items such as wheelchairs, hospital beds, and commode chairs,

Willie Carroll- Homecare Manager
Marsha West- Assistant
Paul Mack- Hospital Supply Technician
Glenna Herod- Insurance Billing
Kris Mayer- Insurance Billing



Above: Willie Carroll shows Grayce McLean the features of her new Winnie® walker however, the majority of these are rented.

Homecare is equipped to bill insurance through Southeastern. When there is a claim to be filed, it is given to **Glenna Herod** or **Kris Mayer** (Southcare) to be submitted to Medicare or private insurance agencies.

It's really no secret how a small store like Homecare can grow into such a vital part of Southeastern's success. It's simple: **Treat the customer with the respect they deserve and they will make you successful!**

Written by Pamela Greenhill

Next Issue: Close-Up on Data Processing

All I want for Christmas is...

...one totally uninterrupted night's sleep- **Patti Tolar**

...peace, happiness, and a little money wouldn't hurt!- **Jean Jackson**

...peace and happiness throughout the world- **Janice Nettles**

...my sanity back!- **Kathy Shanahan**

...peace- **Stacy Bowen**

...Michael Jordan! No, seriously, I hope Marcus stays with me and doesn't have to go to Saudi Arabia- **Stephanie Jessup**

...to return to Florida, peace, lots of good friends and money- **Bill Bateman**

...peace and happiness for everyone- **Angela Grimes**

...Jennifer Cain's boyfriend!- **Stacey Johnson**

...Stacey Johnson's husband with his new corvette!- **Jennifer Cain**

...world peace and happiness. I would like for Larry to come home from the Middle East!- **Carla Godfrey**

...peace in the world and love and happiness among all- **Phyllis Page**

...peace and tranquility at home, at work and throughout the world- **Willie Carroll**

...health, happiness and a new pair of shoes for Cathy Banks- **Melody Dyda**

...peace in the world, which would mean

my husband and many other loved ones would come home- **Cindy Handley**

...a lifetime gift certificate to Taco Bell!- **Pam Greenhill**

...a peaceful end to the Middle East Crisis- **LaSonya Dickey**

...money, money, money, and a new car- **Lisa Weaver**

...my family to be happy- **Kathy Tucker**

...to be with all the people I love most- **Donna Vinson**

...to spend my first Christmas in my new home with my husband and for all the people in Saudi Arabia to come home- **Sharon Banks**

...my husband to come home from Saudi safe and sound- **Kris Mayer**

...to be able to share happiness & joy with my family; to have my mother-in-law with us; to share and make lasting memories- **Lori Syphrit**

...happiness, success, and good health- **Glen Carter**

...a little more hair!- **Jim Royal**

...a BIG hug & kiss (in person) from my fiance' who's in Saudi Arabia right



now!- **Joy Stephens**

...for all people to be happy, to have a warm place to stay and plenty of food to eat- **Ursula Mansfield**

...for Rocky Balboa to live forever and for everyone to have a safe and prosperous New Year!- **Mike Sposa**

...good health for all of my family and friends- **Pat Clingenpeel**

...for all the people in Saudi to have a very merry Christmas and for my Christmas wish to come true (the one I'll never tell)- **Lori Atchley**

...for someone to pay my car phone bill!- **Mike Winfree**

...a little red, convertible sportscar and an all expense paid trip to the Bahamas!- **Sarah Bryan**

...my husband wrapped up in a BIG bow!- **Ingrid Harrison**

...the Middle East peace talks to be successful- **Tracy DeLander**

...joy and peace for the world and a New Year full of blessings for all of you!- **Eleanor Manning**

Holiday Hours

The holiday hours for the offices of SEHS will be as follows:

Monday, Dec. 24- close at 12:00 noon

Tuesday, Dec. 25- **CLOSED**

Tuesday, Jan. 1- **CLOSED**

Recent Weddings-

September 22, 1990- Stephanie Vannburan (99 section) and Jason Demaine.

New Arrivals...

Terrell Demetrius Forbes- Born to Pamela and J.C. Forbes on November 16, 1990- 7 lbs. 15 oz.

In Sympathy

We would like to extend our deepest sympathy to **Sarah Bryan** and her family. Mr. Wilton Bryan, Sarah's father-in-law, passed away unexpectedly on Wednesday, November 28, 1990.

Sarah is the customer service supervisor in our Fayetteville office. Our prayers and thoughts are with her and her family. *Written by Donna Vinson*

We would like to welcome new hospital sales rep., **Ken Gupton**. He will be representing SEHS in the western region of NC. He has over 8 years of experience in the medical supply field.

We look forward to working with you, Ken. *Written by Donna Vinson*

Just a reminder...

In this season of busy shopping malls, long Christmas lists, and overactive kids, take time to take care of yourself...

The **Employee Assistance Program** at SEHS is a professional counseling service offered at no charge to the employees and their immediate families.

For more information, phone 1-800-435-1986.

And hang in there...help's just a phone call away!



"O.R. Manning, Sr. Memorial Fund" donations should be sent to:

Duke University Medical Center
in memory of O. R. Manning, Sr.
c/o Alan G. Herosian
DUMC Development Office
110 Swift Avenue
Durham, NC 27705

vital signs staff

Editor-in-Chief- Pamela Greenhill
Photographer- Debbie Allee
Proofreaders- Joy Winslow, Donna Vinson
Contributing Writers- Les Herod, Ray Manning Jr.,
Personnel Dept., Donna Vinson
Printing- American Speedy Printing Centers

Happy Birthday!

November Birthdays

Stacey Johnson	11/03
Lorenzo Roberts	11/05
David Green	11/06
Lynne Holzer	11/06
Bruce Brown	11/07
Lawrence Gazes	11/09
Glenn Elliott	11/10
Betty Rouse	11/15
Sarah Bryan	11/16
Welford Hart	11/18
Phyllis Page	11/19
Barry Lane	11/19
Scott McInville	11/26
Linda Penrose	11/27

HIDDEN HEROES

One of Southeastern's small but vital operations is the *Service Department*. Created in October 1988, this department has grown to be a valuable asset to SEHS and its customers. **Bill Martin** has spent his 2 years with SEHS as Dept. Supervisor while **Gene Hollis**, a 3-year veteran, was transferred from Homecare to complete this versatile department.

Customers can bring their rented or bought equipment in to SEHS to be repaired or serviced. These two men have fixed anything from EKG machines to Midmark tables. It isn't surprising to see them "test driving" a newly repaired electric wheelchair or asking some brave employee to step on some scales to see if they weigh accurately.

Bill and Gene are also very helpful around the office. They are always willing to lend a hand with setting up tables, fixing lights, running phone lines, and lots more.

SEHS appreciates all of their knowledge and ability. Keep up the good work!

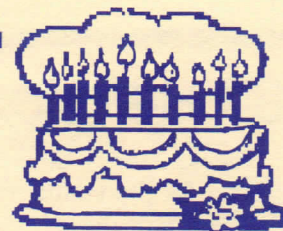
Written by Pamela Greenhill

Next Issue: Heroes in our Suture Room & Environmental Department

Welcome Back Patti!

We would like to welcome back **Patti Tolar** to Southeastern. She is a 13-year veteran that took a leave-of-absence after having her beautiful daughter, Kameron. She has resumed her position as customer service representative for **Jim Burks**, **Bob Hartley**, and **Ken Gupton**.

We're glad to have you back Patti!



December Birthdays

William Morris	12/01
Lori Syphrit	12/01
George Hicks	12/02
Martha Shankle	12/05
Sue Ammons	12/08
Donna Vinson	12/10
Robert Shelton	12/10
Ronnie Long	12/12
Wally Kinlaw	12/17
Gene Hollis	12/19
Cliff Christianson	12/20
Kathy Shanahan	12/20
Ray Timbs	12/20
Jeannette DeHaven	12/22
Larry Page	12/24
Edgar Allison	12/25
Joy Winslow	12/27

and a "Happy Belated Birthday" to **Mike Winfree** who turned 41 on August 29th!

Welcome to Southeastern!

Donna Foster
Jennifer Fort
Carmen Givens
Joan Gray
Angela Hicks
Sherri Howell
Kimberly Jordan
Tracey Matthews
Kris Mayer



New employees and birthday columns are submitted by the Personnel Department.

We'll Miss You Jim!

Jim Williams, Vice-President, Corporate Contracts, has moved to Greenville, South Carolina. He will be representing SEHS at the administrative level of hospitals. In addition, he will be calling on purchasing groups, and traveling and working closely with SEHS sales representatives in all markets.

Jim has been with SEHS for five years which adds to his over 25 years of experience in the medical supply field.

His business number is 803-322-6538 and his new voice mailbox is #888.

We wish him the best of luck!

Contributed by Ray Manning, Jr.

Desktop Publishing Department of Southeastern•PPG•Dec.1990