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Campus Update

1994-05

Campus Update: May 1994 v. 6, no. 4

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**Boston
University
Medical
Campus**

Campus UPDATE

May 1994 Vol. 6 No. 4



Employee recognition dinner honors years of service



Reece Edwards, a laboratory animal technician in the School of Medicine's Laboratory Animal Science Center, shakes hands with Boston University President John Silber at the recognition dinner.

Boston University's annual service recognition dinner on April 19 was a large, celebratory affair, drawing employees from all sectors of the University. Those employees honored were people who either are retiring or who have served Boston University for 25 or 10 years. The evening opened with a cocktail hour and was followed by a formal sit-down dinner. Boston University President John Silber attended the event and spoke to the gathering. Seven Medical Campus employees were recognized as retiring this spring, while 16 were recognized for their 25 years of service and 51 for their 10 years of service. ■



Helen Brems, an administrative manager in the Medical Campus Educational Media Center, is retiring after 22 years of service to the University.

How does starting the day with freshly baked muffins or croissant and your choice of coffee sound? For news of these and other high quality preparations, including sandwiches, see page 3.

Commencement day approaches

Boston University's 121st Commencement Day exercises will take place this Sunday, May 22, on the Charles River Campus, and Ross Perot, former presidential candidate, businessman and philanthropist, will be the commencement speaker. More than 5,000 undergraduate and graduate students will graduate that day with degrees from the University.

The School of Medicine, School of Public Health and Goldman School of Graduate Dentistry graduates will participate in the Universitywide program, and later that day will partake in individual graduation programs at various locations.

The Universitywide ceremony, which will take place at Nickerson Field at 11 a.m., is open to the graduates, and their families and friends who have tickets.

Perot, an independent candidate for president in 1992,

will receive an honorary Doctor of Laws degree.

"With intelligence, imagination, energy and hard work, Ross Perot has served American ideals and the American people throughout his careers," Boston University President John Silber told the members of the undergraduate senior class at the annual Senior Breakfast last week. "Not only has he been an outstanding business leader, but also he has directed his talents to the crucial task of improving the quality of American public education, to philanthropy, to government service and to the reform of our political life. He has demonstrated both vision and the courage to act on his beliefs."

Also receiving honorary degrees will be Lucian Benetton, president of the Benetton Group, a clothing manufac-

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Tips for using telephone, voice mail systems to their fullest potential

This article is part on an ongoing series that provides tips on how to use the Medical Center's telephone and voice mail systems, installed last September, more effectively. The Department of Telecommunications encourages employees to clip and save these articles for future reference.

Helpful hints
for voice mail users

**How to record and send a voice mail message to other subscribers in the voice mail system from your personal mailbox:*

Tips
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Harrison Court residential complex thriving as student housing



Harrison Court, Boston University's residential complex on Harrison Avenue for students at the Medical Center, has evolved into a richly diverse living area for some 80 students. The convenient, comfortable housing has attracted medical, graduate, public health and dental students. In addition, through special arrangement with the Center for International Health, four groups of approximately 12 health professionals from developing nations reside at the complex during their stints each year.

Harrison Court offers a number of amenities, including an exercise room, laundry, courtyard and study room.

The red brick building was constructed by the New England Society of Jesuits in 1864 and was the home of Boston College until 1913, when BC moved to Chestnut Hill. Until 1958, it was the home of Boston College High School, from which School of Medicine Associate Dean John O'Connor graduated! After 1958, Harrison Court was used for administrative and educational purposes by the society.

Students interested in learning more about Harrison Court as a housing option should call the Medical Center Office of Rental Property Management, at 1-800-344-BUMC (x8-2862). ■

Perot to speak at commencement

Commencement

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turer and retail company, surgeon and teacher Dorothy Brown, actress Julie Harris, business and communications leader Sumner Redstone, and Diana Chapman Walsh, president of Wellesley College.

Perri Klass, MD, a pediatrician and author, will be the School of Medicine graduation speaker. Klass, an assistant clinical professor of pediatrics at BUSM, has written a number of books. Her most recent book is *Baby Doctor: A Pediatrician's Training*, which is the account of her residency at Boston City Hospital. She has also written four other books—*Other Women's Children*, which has been adapted for a Lifetime television movie; *"Recombinations,"* a short story collection titled "I Am Having an

Adventure;" and a nonfiction book about her experiences at Harvard Medical School, "A Not Entirely Benign Procedure." In addition, she regularly contributes to the *New York Times*.

The School's graduation program will be held at 3 p.m. at the Westin Hotel, Copley Place. This year, 142 students will receive their MD degrees. Of these, five are receiving the combined MD/PhD degrees and two are receiving MD/MPH degrees.

The School of Public Health's graduation will be held at New England Hall in Boston's Back Bay, at 2:30 p.m. The graduation speaker will be Mary Jane England, BUSM '64, president of the Washington Business Group on Health. The Goldman School of Graduate Dentistry exercises will take place at Morse Auditorium at 3 p.m. ■



Jebby Debasitis, a manager in the Educational Media Center, was an interested visitor at Art's Day last month. The event featured work by students, faculty and staff.

Alumni Weekend scientific program to focus on health care reform

Alumni Weekend for the School of Medicine will take place on Friday and Saturday, May 20 and 21. Events will begin on Friday evening, with a reunion reception and dinner parties at the Westin Hotel, Copley Place. On Saturday morning, a scientific program will be held in Bakst Auditorium, beginning at 9:30 a.m. A luncheon will be held after the session in the Hiebert Lounge.

Health care reform will be the subject of the scientific program. The opening talk, the "Impact of Health Care Reform in New York State: Living with Score Card Medicine," will be delivered by Joseph N. Cunningham, MD, a professor of surgery at

SUNY Health Science Center at Brooklyn and chairman of the Maimonides Medical Center Department of Surgery.

Marcia Angell '67, executive editor of *The New England Journal of Medicine*, will present a talk titled "Health Care Reform: What's at Stake?"

Mary Jane England '64, president of the Washington Business Group on Health, will speak to the subject of "Health Care Reform: Are You Ready?"

At the alumni reunion dinner on Saturday evening, the annual business meeting will be held and the Distinguished Alumnus Award, will be presented. ■

Rundown of schedule, logistics for some commencement events

Boston University commencement exercises will begin at 11 a.m., rain or shine, on Sunday, May 22, on Nickerson Field on the Charles River Campus. Lineup for commencement will take place at 10 a.m.

All graduates of BUSM, SPH and GSGD and their families and friends may park their cars in the Visitors' Lot on the Medical Campus, from 7 a.m. to 6 p.m. Buses will provide transportation from the Visitors' Lot to the Charles River Campus beginning at 9:30 a.m.

The School of Medicine will host a luncheon for graduates and their families and friends holding tickets at the Westin Hotel from 1:30 to 2:30 p.m. The buses will depart for the hotel following commencement at 1 p.m. Directly following the BUSM graduation program, buses will return to Lot A at the Medical Center. ■

Hoopathon participants take shot at Huntington's disease



Taking part in the full court press at the Medical Center to raise money to fight Huntington's disease on April 28, were Bill Gasper, associate vice president, Medical Campus Office of Business Affairs (shooting), and, from the left, student Karen Cha, biochemistry lab technician Robert Mahoney, and student Allison Tonkin.

Convenience store with bakery to open in new research building

A convenience store featuring a high quality sandwich shop and bakery, a wide variety of coffee offerings and the traditional range of groceries, office and health supplies is scheduled to open in the new Center for Advanced Biomedical Research (CABR) late in the summer.

Freshly baked breads, muffins, croissant, cookies and bagels will be served daily, and the sandwiches, which will change in variety each week, will be made on freshly baked bread. Fresh fruit salads and tossed garden salads will also be available.

A wide variety of coffees will be offered, from regular

and decaffeinated, espresso and cappuccino to a range of flavors.

Standard grocery items such as milk, juices, water, frozen foods and ice cream will be sold, as will a wide range of newspapers, magazines, and snacks.

Construction of the store, which will be located off the lobby of the CABR to the right of the main entrance to the building on Albany Street, will begin later this month. A 10-percent discount on all purchases of more than \$2.00 will be offered to faculty, staff and students with identification. ■

Two pulmonologists meet from worlds apart

Albanian pulmonologist Tefta Kllogjeri doesn't speak a word of English, but she didn't let that, nor torrential, steady rains deter her from traveling across Boston with her daughter Kledja on two consecutive days earlier this month to visit BUMC.

Tefta was determined to get a glimpse of the technology and facilities used in pulmonary medicine in the United States.

Through a contact with the general manager of WBUR Radio, an affiliate of Boston University, she was able to set up the opportunity. With her daughter translating, she was able to carry it out, with BUSM pulmonologist Hap Farber, MD, an associate professor of medicine, serving as her host.

It has been three years since the shroud of the Iron Curtain was lifted from Albania, tucked under the former Yugoslavia, on the northwestern shoulder of Greece, and physicians of this fledgling democracy are hungry to gain access to the technology and

information newly available to them.

Tefta's primary interest at BUMC was to see a bronchoscope, a fiber-optic scope that is fundamental to the diagnosis of lung disease. Albania, with a population of 3 million, has one scope.

It is very outdated, and only one person in the country knows how to operate it. BUMC Hospital and Boston City Hospital together have six, and at least 26 physicians can operate them.

"I can't imagine doing pulmonary medicine without a scope," said Farber, looking at a state-of-the-art machine that includes a video and monitor. "We use it to stage and diagnose cancer, HIV-related lung diseases, TB, everything."

It was clear that Tefta, too, recognizes the importance of a bronchoscope, and by the end of her visit, this composed woman's thoughts, somewhat concealed by the language gap, were apparent, as was her percolating entrepreneurial spirit: Her hospital, the Hospital of Pulmonary Diseases, in



Albanian pulmonologist Tefta Kllogjeri (left) exclaims as BUSM pulmonologist Hap Farber, MD, shows one of the instruments used with a bronchoscope. Her daughter, Kledja, served as translator.

the capital of Tirana, "has no possibility to buy another bronchoscope," she said, but she and her husband, an infectious disease specialist, would like to open a clinic, and would like to buy both a bronchoscope and an ultrasound machine of their own.

"If we can find second-hand ones for a good price, we will find the money to buy

them," she said with a confident smile. Being exposed to the instruments, machines and medical supplies available in the West--some of which have been donated by Western countries--"makes us want more," she conceded. The development of democracy in Albania is giving its citizens the opportunity to seek it. ■

There's a new photocopying machine on the Medical Campus. See page 4.

Voice mail, telephone tips, allow for multiple uses of systems

Tips

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- Enter your personal mailbox in the voice mail system.
- In the Main Menu, press 2 to record your message.
- Press # immediately after you are finished recording. (Note: press 1 to replay your message, or press * to re-record the message.)
- Then enter the destination mailbox number or press # to spell the name of the individual (beginning with the last name).
- Press 0 to select message delivery options (private, urgent, message confirmation, future delivery—refer to your user manual for delivery option definitions).
- Then press # to send your message.

**Establishing an attendant extension in your voice mailbox:*

- The attendant extension allows the caller to dial 0 in your voice mailbox if the caller needs immediate assistance and does not want to leave a message. Dialing 0 will transfer the caller out of voice mail to a predetermined extension in your department where a person would be available to assist the caller. The voice mail user must include this information in their mailbox's personal greeting, telling the caller, for example, "if you need immediate assistance, please dial 0 and you will be connected to an individual in (department name)."
- Telecommunications recommends the extensions that will become attendant extensions do not have voice mailboxes. The reason for this is to prohibit callers from entering what is known as "voice mail hell," a common complaint of many Hospital voice mail users.

"Voice mail hell" is when someone cannot get out of the voice mail system and continuously enters multiple mailboxes.

- An attendant extension should have a person available during the entire length of business hours appropriate for each department. An attendant extension schedule will be established to accommodate the availability of the attendant (for example, 8 a.m. to 5 p.m., Monday through Friday, or 24 hours a day, Monday through Friday). When a caller attempts to reach an attendant during the time outside of the schedule, the voice mail system will automatically tell the caller that an attendant is not available.
- To establish an attendant extension for all the voice mailboxes in your department, you must call the telecommunications office at extension 8-6890.

Helpful hints for telephone users

**How to activate automatic call back when you call a busy extensions from a model 7410, 7406 or 7444 multi-line telephone: (Automatic call back allows you to program your phone to redial busy extension within the Medical Center. The phone system will call you back when that extension becomes available, eliminating the need for you to redial.)*

1. Press the AUTO CBACK button when you hear a busy signal at the number you are calling. (If your multi-line phone has no such button, telecommunications can program one for you provided your phone has an extra button available.) You will hear a confirmation tone (three

beeps), and the green light on the button will light up and stay on until call back is completed or cancelled.

Note: If you send your calls to be answered via the SEND ALL CALLS feature on your phone after activating a number for automatic call back, your call-back call will still ring at your extension—it will not be redirected.

2. Go to step 5.

**How to activate automatic call back when you call a busy extension from a model 8110, 8102 or 2500 single-line telephone:*

3. Press the FLASH or RECALL button, or press the switch hook (the button that hangs up the phone) when you hear a busy signal at the extension you are dialing.
4. Dial the automatic call back code, *5. If you hear any other tone besides a confirmation tone (three beeps),

place your call again later.

5. Hang up, or press the DROP button. You will receive a three-ring burst when the extension you attempted to call becomes available.

6. Lift your handset when you hear the priority ring (three quick rings). You will hear a ringing, meaning that the call is automatically placed. The phone receiving the call will ring normally.

Note: You can only place one automatic call-back call at a time. Automatic call back is cancelled after 30 minutes, or if the call-back call is unanswered.

If you have questions about any of the information provided above, or if you do not have a user guide for your telephone or voice mail system and would like one, call the Department of Telecommunications at x8-6890. ■

Photocopying machine now located in new research building

A photocopying machine has been placed on the main floor of the Center for Advanced Biomedical Research (CABR), bringing the total number of public copy machines on the Medical Campus to three.

The other copy machines are located in the L Building, in the third floor hallway outside of room L-307, and on the third floor of the bridge leading to the K Building.

To gain access to the machines, users must purchase "copying cards" in the Medical Campus' Educational Media/Student Laboratories, in L-307. Copy cards can be purchased in denominations of 25, 50, 100, 500 and 1,000 copies per card.

Photocopying service is also available through Educational Media for a fee on the following basis: For four-hour service: 5 cents per copy; for one-day service, 4.2 cents per copy; for two-day service: 3.7 cents per copy, and, for three-day service, 3.5 cents per copy.

For more information, call the Medical Campus Educational Media Support Center, at 638-4370 (x8-4370).