

CT Training

CT Frequently Asked Questions (FAQ) Revised 6 January 2010

This FAQ is based on questions about the topic of "CT Training". If you can't find the answer to your CT related question here, please contact the USAMMA, NMP by e-mail. The URL address is USAMMA NMP TRAINING usammanmptraining@amedd.army.mil

WE PROMISE WE WILL RESPOND!

1. What is CT training all about?

It is an Army sponsored program that enables a Soldier of a deploying unit with MOS 68A to attend manufacturer training on a variety of CT products. That training enables the Soldier to respond to equipment problems. It also makes the Soldier the 1st call support for the equipment. It is required in order to support a CT at the deployed location.

2. How does a Soldier in my unit get into CT training?

When the organization is activated or finds that it will deploy, the unit Commander will know the destination. If there is specialized equipment at that destination (such as a deployable CT), the maintenance officer or senior NCO of the Biomedical Maintenance shop will hear of the equipment, and the likelihood of a training requirement. One or more of the MOS 68A Biomedical Equipment Specialist (BES) may be selected to attend the specialized CT training.

3. Who can get the CT training?

BES (MOS 68A) and selected Biomedical Maintenance Warrant Officers (MOS 670A) as members of a Combat Support Hospital (CSH) or supporting Med Log Company are eligible to receive CT training. BES that are assigned to other types of medical organizations will generally not be positioned with a CT scanner to support, so are not selected to attend the training.

4. OK, I think I'm eligible, now what should I do?

It is available to a Soldier with MOS 68A or 670A. The initial call should be for information. That call starts with the USAMMA, NMP. The NMP can be contacted at DSN 343-4376 or 1-301-619-4376.

You will get information of what training is available, a schedule of that training, and what you or your unit needs to do next.

- a. **Active Duty** - If you are on active duty, and are going to deploy, you need to contact FORSCOM, Telephone 1- (404) 464-7160.

- b. US Army Reserve** – If you are a member of the reserves, and will be deploying, you need to contact a member of the USARC, Telephone 1(210) 930-9569.

To get their support, be prepared to advise them of the destination region or area where you are going, that lets the POC know what CT or CTs you, or your unit will be supporting. Your discussion will satisfy at least four unknowns; training on 'what' product, 'where' the training will be located, the 'duration' of training, and of course, the 'cost' of the training.

5. What are the responsibilities of the CT trained 68A?

Upon graduation and deployment with the parent organization to a site that has a CT, the service member will be the 1st call service provider to that equipment. They will be responsible to do scheduled services, PMCS, CVC and repairs to ensure that the equipment remains fully mission capable (FMC).

Being CT trained takes on significant responsibility and potential workload, in addition to the other duties of a 68A or 670A.

6. My NCOIC shop supervisor tells me that I need to prepare a DA Form 4187 when I am applying for CT training. What is that all about?

The DA Form 4187 is used to initiate the processing of a personnel action that is being requested by the Soldier. It is not used by Government civilians or contractors.

The form is used to advise the military personnel section that the prospective student is requesting action/approval to attend civilian training (CT in this case). It will be used later to submit formal recognition of the successful completion of the training program into the Soldiers ERB (Enlisted Records Brief).

It will also be used as a data element for submission to MEDCOM and for entry into the MEDPROS and MODS program. These programs are in place to note which individuals have special skill sets (CT training) and is used during their military career to track that special skill. It is also used to identify those with the CT training and permit them to have the additional skill identifier (ASI) of M1.

7. Which Original Equipment Manufacturers (OEM) offer CT training?

At the present time, Philips Medical Systems and Toshiba, North America offer training programs for deployed CT and other imaging modalities.

8. Where is the training conducted?

Philips Training Center (PTC) is located in Highland Heights, Ohio, located about 15 miles east of Cleveland, Ohio.

Philips Medical Systems has an additional location where their service engineers can discuss and duplicate the problem and telephonically respond to the customer. That location, the Philips Regional Technical Assistance Center (RTAC) is located in Atlanta, Georgia. The RTAC also provides OEM support for the deployed CT scanners.

Toshiba, North America has its Toshiba Educational Center in Irvine, California.

9. I heard that there is a “Dress code during training”, what is that all about ?

a. **Civilian:** Civilians are expected to be dressed in ‘business casual’ clothing. That translates to slacks or clean jeans with a belt, a comfortable buttoned shirt (No T-shirt). It is not necessary to wear a tie. Lastly, wear appropriate shoes (no sandals or flip-flops).

b. **Military:** All military members represent our Government and should maintain military bearing during training. Based on advice and guidance from their home unit, it is recommended that the duty uniform, the Army Combat Uniform (ACU) be worn during practical exercises.

NOTE for all students:

Electromechanical equipment, such as CT and C-arm X-ray equipment pose significant electrical and mechanical hazards. All students are expected to remove rings, necklaces, chains, and other loose fitting clothing and other objects such as large or flashy jewelry that could become a personal hazard when working with live electrical circuits and rotating mechanical parts.

10. I’ve heard about RTAC, just what is RTAC and what does it mean to me?

The Remote Technical Assistance Center (RTAC) is a Philips support organization that provides technical expertise to the customer for Philips product worldwide. The customer or the Philips technical engineer on the ground contacts the RTAC for assistance in solving an equipment problem.

For the deployed Soldier, the RTAC provides a level of expertise that may not be available in-country.

RTAC is also a destination for the deploying Soldier to get familiar with the latest troubleshooting techniques or technical fixes to a problem. They also connect with the RTAC personnel and the available resources that can assist them during an incident when equipment has failed and they need help direct from the OEM.

11. What CT scanners are in Army inventory?

The deployed CT inventory consists of the Philips Medical Systems CT scanner; model PQ-2000S, model MX-8000 Dual EXP, and the model Brilliance 16. All of the Philips systems are mounted inside a 2:1 International Standards Organization (ISO) shelter. Toshiba North America supports the model Aquilion 16 which is mounted in a mobile van.

12. How much does the CT training cost?

Based on Defense Support Center, Philadelphia (DSCP) Delivery Order (service contract) for 2009/2010, the Philips CT course tuition is slightly over \$18,000 for a 19 day course. Toshiba hosts a 15 day course for about \$14,000. Those prices are updated annually and are subject to revision at any time.

13. Are there any problems with late payment to the OEM?

Philips has advised the NMP that on occasion, a student has attended the training, but used the wrong contractual vehicle to pay for the course, or did not pay for the course at the time. Because of periodic recurrence of that type of problem, **Philips has instituted a policy that they will not accept a student without payment in advance of the course date or making arrangements for payment prior to registration.**

Commencing January 1, 2009, Philips will not authorize admittance to any student, to any training course unless the tuition has been paid in advance.

Acceptable methods of Payment are:

- *Purchase Order*
- *Military Credit Card*
- *Training purchased or included with the purchase of Capital Equipment
Customer must provide Contract and Line Item Number*
- *Training included within the body of the Service Maintenance Contract
Customer must provide Contract number*

Note: It is the deploying unit's responsibility to fund the training – If the current policy changes, we will update the information.

14. During deployment, the organization likely supports two different CT scanners. How do I get training on both products?

Your leadership may offer one training program to you, and the other material to a colleague, or because of limited personnel, you are the one that has to support both products. Note that multiple courses or schools invariably take longer, so the overall expense is greater than for one course. The benefit of have training on similar product is that the second course has been embedded into the initial course, so the total length could be only a few days longer. That decision rests with your leadership as to whether you can or should attend multiple courses.

15. What is the training schedule?

For the Philips CT training program in Cleveland Ohio, CT training begins on a Tuesday, to allow the student to travel on Monday. The training day in a classroom environment starts at 0730 (subject to variation) through 1700 hours. Class is scheduled Monday through Friday, except for Federal holidays. Weekends are not included in the total of a training period.

For Toshiba, the student is expected to travel on the weekend with training to commence early on Monday morning, Federal holidays excluded.

16. Who pays for CT training?

All deploying units are eligible for training funds. That translates into “ The deploying unit pays for training”. Your unit Resources Manager (RM) may tap into pre-deployment training funding for required training when they have been advised of the course materials, the school, the tuition, the location and the duration of the course. Training funds include the tuition, transportation and the incidental costs of the TDY.

You may be required to get a price quotation in writing from the supplier of the training, particularly if the training is not on a recognized schedule or contract.

Your home organization in conjunction with local RM personnel will prepare an approved Military Interdepartmental Purchase Request (MIPR) or other fund certification document which will be routed from your unit to the Defense Personnel Support Center, Philadelphia (DSCP).

17. I understand that there can be DSCP involvement with training. Just what

does the DSCP do in this regard?

The DSCP on behalf of the USAMMA and the services has conducted negotiations with the CT OEMs and has service contracts for training in place. Because of the efforts to have such a contract, the DSCP has a small surcharge added to the cost of the contracted service, usually about the 2% level. That amount is added to the expense of the contract and submitted to the DSCP with the financial obligation document.

DSCP will take the approved (Funded) MIPR that relates to a price quotation from the OEM, pay the contractor for the training from their account and bill the originating unit for the money owed.

18. I understand that I need to contact the OEM and get a price quotation for training, what is that all about? How does the vendor quotation fit in with what the DSCP is able to do?

When a customer has a requirement for training, they must obtain a vendor quote, then make a CVD Best Value Determination as directed by the specific Contract. Once they've selected the vendor, they send a funding document and the vendor's quote to DSCP which then issues a delivery order to the vendor

19. Are incidental TDY expenses, such as rental car, lodging for CT training and laundry services covered by the training funds?

Yes. Before you attend training or request a Military Interdepartmental Purchase Request (MIPR), make sure that you have the tuition expenses, transportation costs, per diem, lodging and other estimated costs summarized. That cost summary must be provided to your Resource Manager (RM) person in order to get approval for the training expense.

20. Does training funds cover expenses for other training?

Yes, at the present time, training funds are used for CT training. Other training, such as maintenance training for C-Arm X-ray, Computed radiography equipment or other radiographic equipment items may also be eligible for training funds.

21. My unit is not deploying, am I eligible for CT training?

No. If the unit does not deploy, there is no requirement to train the individual Soldier for equipment that is not supported by the organization. The unit may elect to fund for the training, if they feel that the training will become needed at some future date.

22. I have received the training, but I will not be able to deploy with my unit. What happens now?

Where the deployment order is rescinded or other circumstances affect the deployment of the Soldier, he or she will continue to be recorded on the MEDPROS data base and will retain the Additional Skill Identifier (ASI) of M1. The training record will reflect the CT training status and will make the individual Soldier available for deployment when circumstances permit. The MEDPROS list with ASI will also be queried to identify and determine the availability for deployment of those qualified Soldiers.

23. Operator Training for the CT equipment, is it available?

Yes. Philips Medical Systems offers onsite training for the technologist for CONUS based equipment. They do not offer on-site technologist training for equipment deployed downrange. For the Philips CT it is recommended that the operator receive such training at a military facility that has the same equipment item as the deployed system. USAMMA will assist in locating a military facility as necessary.

Toshiba has a training program for operators and technologists of newly purchased equipment. It is conducted at their facility in Irvine CA. and is provided to the initial purchaser of the equipment. For equipment already deployed, a post warranty training program for the technologist is available.

24. Are there any Army Medical Treatment Facilities (MTFs) within the AMEDD that can be used for On-The-Job Training (OJT) for the equipment operator?

Yes, the OEM, model and inventory of CT scanners varies over time, so the list that follows is subject to periodic revision:

Fort Stewart, GA - Brilliance
Ft Benning, GA. - Brilliance 64 (Cardiac),
Ft Carson CO, - Brilliance 64 (Cardiac),
Ft Campbell KY, Brilliance 64 (Cardiac)
Ft Knox KY.
Ft Jackson SC,
Ft Hood TX,
Ft Polk LA,
Ft Riley KS,
Ft Sill OK,
Ft Wainwright Alaska,
121st General Hospital, Korea

Note that these organizations have a primary mission to treat patients. With adequate lead time, they may also be able to provide OJT to a deploying Radiologic Technician (MOS 68P)

25. How often is the CT training conducted?

Each manufacturer publishes their training schedule internally. They also make that information available to the USAMMA, where we will publish it on the USAMMA website.

The OEM has to forecast their training needs about 6 months in advance. That training schedule has its first priority, their corporate service engineers. The training program may be slightly adjusted in class size or schedule to accommodate the military student. In some instances, CT courses can convene that are not advertised publically. Contact the USAMMA, NMP 301-619-4376 to get the latest course information and schedule.

26. Are there any requirements or prerequisites that must be satisfied before attending CT training?

In general, the candidate will:

- Have field experience in X-ray service, doing PMCS and CVC.
- Have attained a rank of SPC or higher.
- Have familiarization with computer usage (for example, adding, changing or modifying an IP address for equipment connectivity to a network) and understanding program language
- Have a working familiarity with computer languages; UNIX, C+, and so forth.

Philips offers a BasiX CT course which must be passed prior to enrollment. The course can be take in Cleveland or from a CD-ROM that is sent to the prospective student. The course must be passed prior to attending the actual CT course.

Toshiba has similar course materials which muse be passed at the 80% level

27. Are there any requirements or prerequisites that must be satisfied before attending other X-ray equipment training? I was thinking that I have to support C-Arm X-ray?

Most X-ray equipment manufactured today has the capability to be connected to a hospital or local area network (LAN) connection. That means the service engineer needs to be cognizant of networks. For the stand-alone X-ray, CT and C-arm X-ray systems, Philips recommend that the service engineer become proficient in the following subject areas: Basic Networking, DICOM, and UNIX.

You can receive training from Philips on the following courses:

- XD 9011 BV Family – Necessary for C-arm servicing
- CS 9020 Basic Networking – Good background for all systems
- CS 9021 DICOM and UNIX – Necessary to get familiar with interconnection of equipment to the network

28. Laptop computers - I understand that I must have a laptop computer during the training. Is that true, and if so, are there any special requirements or features of the laptop that I need to know?

Yes, each student is required to bring a laptop to the course. For most organizations, a Government furnished laptop computer with DVD read capability is required for each student during the course. That feature is necessary to read the schematics and instructions related to the equipment item.

In addition, the user of the laptop must be recognized as an “administrator”, having permissions to install software, as proprietary OEM software must be installed into the laptop in order to read encrypted CD and DVD information.

Lastly, the laptop computer must have a LAN port or LAN card for access to the Internet. That capability is required to periodically update the decryption permissions that are granted by the OEM. If the permissions are not granted, the ability to read the CD and DVD information will stop.

The typical Government owned laptop computer will have the XP or Vista operating system (OS) installed. During 2009, XP is the preferred OS while Vista is acceptable. Later years will most likely use Vista or Windows 7 or ever more sophisticated operating systems.

29. Are there any problems with using OEM software on a government computer? Setting up the computer to use OEM software

In general, the government laptop with administrator rights will accept OEM software with no hitches, but to really get to know how they work best with the computer, you may want to have them configured again right before deployment.

What is important to know is that In order to configure the newer computers with the Philips software, the graduate student may attend the special familiarization course at RTAC, Atlanta Georgia. That course is ten days in duration

30. I have heard about IST and DIACAP, what do these terms mean?

a. IST, or Integrated Security Tool is a program used by Philips to convey their proprietary information to the service engineer The program is used to decrypt the Philips software to a readable Portable Document Format (PDF) form. IST is included in a Philips provided software package, entitled ‘Zeppelin toolbox’ with other programs that access equipment.

b. DIACAP is an acronym for ‘Department of Defense Information Assurance Certification and Accreditation Process’. It is a process by which systems are *certified* as meeting a set of security requirements and then *accredited* for operation by a designated official within the DoD. The IST program is not presently DIACAP certified, but efforts are ongoing to have the Zeppelin toolbox and its attendant materials evaluated and considered to be DIACAP compliant. See the note below:

Note that some Government IM/IT administrators will not allow “Unconfirmed Software” laptop on Government networks. With Philips or Toshiba software installed on the Government computer, the local IT administrator may not allow connection of that laptop to the government network.

The laptop must be considered as a stand-alone device to read the OEM materials and will include the requirement to be periodically connected to a commercial Internet access to keep permissions current.

31. Does the OEM provide the use of a laptop during the course?

Neither Toshiba nor Philips provides a laptop computer for any student use.

a. Minimum Laptop Essential Characteristics:

The laptop itself must be outfitted with at least the minimum hardware elements:

Pentium 4 class CPU, 2 GHz or better with at least 1GB of RAM

HD at least 10 GB of free space

DVD read capability, CD write capability

Wired LAN connection (Wireless LAN is OK, but not necessary)

Serial port (used for interconnection to gantry control circuits) This port is used for interconnection on some medical equipment. USB connections are used on some newer equipment items with in the medical equipment industry and under consideration for future connectivity.

b. Recommended add-on feature to the laptop

Integral Common Access Card (CAC) card and card reader – The CAC is a standard item that is provided to most Government employees and a CAC reader is now a standard security feature used on Government computers. It allows use of the laptop on a stand-alone basis or for connection to a Government network.

NOTE: Any connection of the laptop to the Government internet network requires the permission of the unit or organization IM/IT administrator.

c. Can I use my personal laptop during the course?

Yes, but note that the software materials provided by the OEM must be periodically refreshed via internet connection. Without a periodic update via internet, the company provided service documentation and other DVD materials will be unreadable.

NOTE: Personal computers are not allowed on Government networks, so the laptop may not be updated or usable in areas where the internet network is Government supplied.

d. Can I use my personal computer at RTAC training?

If the student participates in the RTAC training, it is not recommended that a personal laptop be used, as the set-up configuration cannot be easily transferred to a Government computer at some later date.

Personal computers are not allowed on Government networks, so the laptop may not be updated or usable in areas where the internet network is Government supplied.

32. What additional or specialized requirements will I need as a student and later as a CT service engineer?

a. Philips Medical Systems

1. Philips has instituted a policy that all students will take a pre-requisite course on "CT Fundamentals". That course may be taken on-line. It is also available as a one week course at the training Center in Cleveland. In both instances, the student must pass a pre-course examination prior to attendance into the CT course. Course materials and information are on the Philips website and will be made available to the student upon registration and enrollment.

The on-line course is at no additional cost.

The physical course at Cleveland is not free, the student will be charged for each day of training (Course length is five days)

2. Each student is required to bring a laptop (with Administrator privileges) to the course. The laptop must be capable of reading CD's and DVD course material, and have a LAN (RJ-45) connection. Free Hard Drive memory should be at least 10 GB. Certain course materials will be loaded onto the laptop, and the student will be responsible to get authorization by the OEM. The laptop should be DoD property, as the device may ultimately be connected to a ".mil" (dot mil) network once the unit has deployed.

NOTE: The use of personal laptop computers during any training program while allowed is NOT encouraged.

3. Each military and civilian member must have an AKO (Army Knowledge Online).account. It is necessary to have a ".mil" e-mail address in order to use the military Internet networks while downrange. Information from the OEM can be passed via .mil address, however the firewalls that are in place severely limit access to the OEM information and authorization that is required.
4. Once deployed, the CT service engineer will be able to receive authorization and approval for Philips provided information by commercial internet. Access to the OEM by commercial internet may be required to receive equipment updates and access for downloadable materials and software.

b. Toshiba North America

Toshiba has similar policies to Philips in place for the prospective student

33. What are the specifics on the CT Training schedule?

a. Philips course length is 19 days, not including weekends.

1. The total duration of the course adds in the weekends, so the unit should plan for a TDY of 25 days. Courses usually begin on Tuesday, so the student is advised to travel on Monday. This is done so the student will not be required to travel on their own time, as on a Sunday.

2. Courses usually end on Friday, early to mid afternoon, allowing the student to return to their home station or continue on to their next destination for additional training.

b. Toshiba course length is 15 days, not including weekends. The total duration of the course adds in the weekends, so the unit should plan for a TDY of 20 days. Courses begin on Monday, so the student is advised to travel on Sunday. Courses usually end on Friday, early to mid afternoon, allowing the student to return to their home station.

Toshiba recommends that all students have a strong background in C+ as some programming may be required to attain connectivity between the scanner and external devices

34. Can I get particulars on specific courses or discuss CT or other training with the school that provides the training?

Yes, Due to security and privacy concerns, the public access is through the following addresses.

Please contact us at the following URLs: USAMMA NMP TRAINING
usammanmptraining@amedd.army.mil

or we can be reached at 301-619-4376 or 4301. The DSN prefix is 343-XXXX.

The Customer Relations Management (CRM) group of the USAMMA can be reached at: USAMMACRM@amedd.army.mil Their phone number is 301-619-4301.

If you have DSN capability, the number is prefixed with DSN 343-xxxx

NOTE: If you want to arrange for courses, to be paid for by your organization, or for equipment that is not deployed, please contact the USAMMA, NMP for further instructions (schedules, registrations, latest info, etc.). They will assist you in coordinating the training.

35. OK, I'd like to get registered or enrolled in one of the CT courses. What do I have to do?

Once you have determined that you need to take a specific course to support a scanner, contact the National Maintenance Program NMP Office at Fort Detrick. A NMP POC can be reached at 301-19-4376 or DSN 343-4376. They will provide an enrollment document to you. That filled out paperwork can be e-mailed to the OEM, but to facilitate your enrollment and to assure good communication between your and the training provider, make sure that you include the NMP. They work on your behalf, so send it to them.

a. Where is the Philips website that discusses training and other support?
<http://www.medical.philips.com/us/services/esupport/>

Look in the center of the page that mentions the "InCenter account". You must be enrolled into a course & registered by Philips Medical Systems before you can access the site.

b. Where is the Toshiba Website for training?

<http://www.toshibalearningcenter.com/> You must be enrolled into a course & registered by Toshiba before you can access the site.

c. General education interests can be found at <http://medical.toshiba.com/education/default.aspx>

36. I am interested in class dates. Are there any POCs that I can talk with at the OEM facility?

Yes, though you may want to review this FAQ and to contact the USAMMA to see if there is information that you need to be aware of.

For Philips Medical Systems - The POC is at 1-440-483-3589

For Toshiba North America - Call 1(866) 858-8724 for information and details on training. - The POC at Toshiba for CT training is at 1-949-587-6710.

37. What is Legacy CT?

Earlier CT versions used in deployments were manufactured by Philips; the PQ 2000S and its predecessors, the IQ Premier and the PQ. Those types of scanners are being retired or used for familiarization training.

Routing the MIPR; for RM Personnel

Background

Soldier and civilian technician personnel may be required to attend specialized training to support special purpose medical equipment during their deployment.

Original Equipment Manufacturers (OEM) will provide the same training to the military that is provided to company service engineers. They provide this service at a cost that has been negotiated through the Defense Personnel Support Center, Philadelphia (DSCP) and is on a formal contract or a price quotation provided to the person or unit requesting training. In both instances, the DSCP can convert the MIPR into a payment that is payable as cash to the OEM trainer.

The process of funding for training, explained:

- The deploying unit is responsible to determine the types of equipment that requires specialized training. They may do this by contacting the FORSCOM and the unit that is on-the-ground. Then they will review a list of the equipment that is at the location where they will be deployed.
- Once they have determined the equipment they should contact the OEM for a price quotation for the specific training required and the training schedule or contact the USAMMA for assistance.
- The customer may fund for the training by the use of:
 - the DD Form 448, the Military Interdepartmental Purchase Request (MIPR)
 - a “funded” DD form 1348-6 Single Line Item Requisition System Document, DoD (Manual-Long Form)

In both instances add 2% of the quote amount to cover the DSCP cost recovery rate.

Form SF182 – This form was recently used by a CSH and provided to the VENDOR. The Vendor accepted it, (with the agreement that the unit was going to pay the bill for training, by using a MIPR. But we are not sure how the funding was handled in this regard.

Is this an acceptable use of the Form? We recommend that SF 182 NOT be used to purchase training.

- Note that the DSCP contract pays for the class tuition only, all travel and per diem costs must be funded by the local unit via TDY orders. Those incidental costs, as estimates, may be added to the tuition when requesting training funding.
- The funded MIPR/requisition should be sent to DSCP along with the price quote. DSCP will process the MIPR and provide a MIPR acceptance back to the customer.
- DSCP will then execute a delivery order for the training off of an in-place long term Indefinite Delivery / Quantity (IDQ) contract with the OEM or vendor and provide a copy of that delivery order back to the customer.

- The person taking the training should take a copy of that delivery order with them to the class as proof that they have a Government order in place for the training.
- Once training is complete, The OEM or training vendor will submit a DD250 to DSCP for payment. DSCP pays the vendor and an interfund bill will go back to the 'Bill To Address' identified on the MIPR.

Based on the number of individual classes and number of equipment items, the unit Resources Manager personnel (RM) will prepare a request for funds.

The approved MIPR is returned to the originating unit. In turn they will forward it to DSCP.

POC at DSCP can be contacted at DSN 444-2898