



## Case Study

*Copiers Northwest helps ARCpoint Labs go paperless with a Canon MFP and Square 9 Document Management Solution*

### BENEFITS:

- Eliminated digging through file cabinets to locate patient documents
- Provided quicker and better patient service
- Solution for MAC environment
- Access files from remote locations
- HIPAA compliant
- Easy access using multiple search terms
- Cost effective

### WHO IS ARCPPOINT LABS?

ARCpoint Labs is a full-service national third-party provider/administrator of accurate, reliable, and confidential diagnostic testing for individuals, companies, and legal and healthcare professionals. Their three locations include West Seattle, Renton, and Tacoma.

Along with COVID-19 testing, ARCpoint Labs also does testing for drugs, alcohol, employment background checks, steroids and other performance-enhancing drugs.

### KEY CHALLENGES:

- ARCpoint Labs is a MAC environment and used primarily desktop printers as output devices
- No scanning or digital storage capabilities, limited to using outdated file cabinets for patient and other records
- Goal to go paperless and the ability to scan to the cloud
- Looking for a provider that understood their specific needs and could quickly implement a solution



### THE COPIERS NORTHWEST SOLUTION:

- Installed a Canon multifunction printer (MFP) in each of the three ARCpoint Labs locations
- Added Square 9 software - a complete platform of digital management solutions
  - New software enables users to capture, extract and classify information digitally
- Gave ARCpoint Labs' staff the ability to access documents immediately on-site or from remote locations
- Paperless solution provided ARCpoint Labs with the ability to archive patient forms by scanning to the cloud and retrieving them using different search criteria

*"The Copiers Northwest team that responded immediately and provided us with a paperless solution were great, genuine, and super helpful. They've made office life so much easier. Plus, the cost to add the Square 9 software to our copier lease wasn't much more."*

*Ashley Geddes, Business Operations Manager, ARCpoint Labs*