



Document Solutions to Fit Every Business

Regional Health Center Standardizes Technology and Maintains HIPPA Compliancy with Applied Imaging

Customer
Great Lakes Bay Health Centers

Who is Great Lakes Bay Health Centers (GLBHC?)

Great Lakes Bay Health Centers (GLBHC) is made up of 28 locations throughout Michigan. Most locations are set up to serve medically under-served populations, but their doors are open to anyone regardless of insurance or lack of insurance. GLBHC's federally qualified community health centers around Michigan offer a wide range of comprehensive high-quality medical, dental, and behavioral health care to over 54,000 patients.

Industry
Healthcare

Key Challenges in the GLBHC Environment?

Following the determination to work with a different vendor, GLBHC interviewed multiple office technology companies to replace all their printers and copiers throughout their offices. With 28 locations, they wanted standardization and the seamless ability to communicate with each facility. As a healthcare provider, regulations such as HIPPA needed to be addressed. There would be a lot of work on the server end to get everything incorporated into electronic health records before the devices were available. The IT Department spent a lot of time managing printers, which prevented them from spending their time on strategic initiatives.

Services Used
Copiers & Printers

How Applied Imaging Helped

Applied Imaging already understands the medical profession, and has expertise in providing hardware and software solutions that focus on patient privacy and network security issues. They implemented a badge release printing solution where jobs could be stored in the MFPs until the user was ready to pick up their job. This prevented multiple print jobs from piling up and individuals walking away with the whole stack. Applied Imaging's I.T. professionals and trainers worked with the Applied Imaging delivery team to roll out the new multifunction printers to all 28 locations. They also helped GLBHC return all the old equipment and took over maintaining any existing printers still being used for prescriptions.

"They're highly motivated to help you get to where you want to go. They had dedicated individuals for training, so as soon as these locations came online for new equipment, there were individuals to interact with our end-users - to train them, teach them, and answer questions. Other benefits include accountability since there's a lot more usage tracking and cost savings. There's been a big change in what we were spending for photocopiers. New equipment, spending less. It worked out really well."

The Benefits

- *More diligence in how sensitive medical data/information is handled*
- *Standardization throughout all 28 GLBHC locations allowing for consistency in how information is presented to the community.*
- *The ability to print business cards, letterhead, and brochures in house instead of outsourcing*
- *Removed burden of printer maintenance from IT staff*

- Loren Gracer, I.T. Director
Great Lakes Bay Health Centers

About Applied Imaging

For over 30 years, Applied Imaging has helped businesses across the Midwest be more efficient. Our products and services help you to better communicate and manage the flow of information. From document creation to destruction - and everything in between; Applied Imaging has your back. As a locally owned and operated business, headquartered in Grand Rapids, Michigan, we have the experience and resources to exceed your expectations in every aspect of your business.

- 12 locations in Michigan and Northern Ohio, serving nationwide
- LIVE Customer Loyalty Center to take your calls
- Over 14,000 clients and a 98.8% Client Satisfaction Rating
- Over 44,000 copiers and printers on contract and over 3500 endpoints managed



www.appliedimaging.com
(800) 521-0983

FAST | FRIENDLY | AMAZING