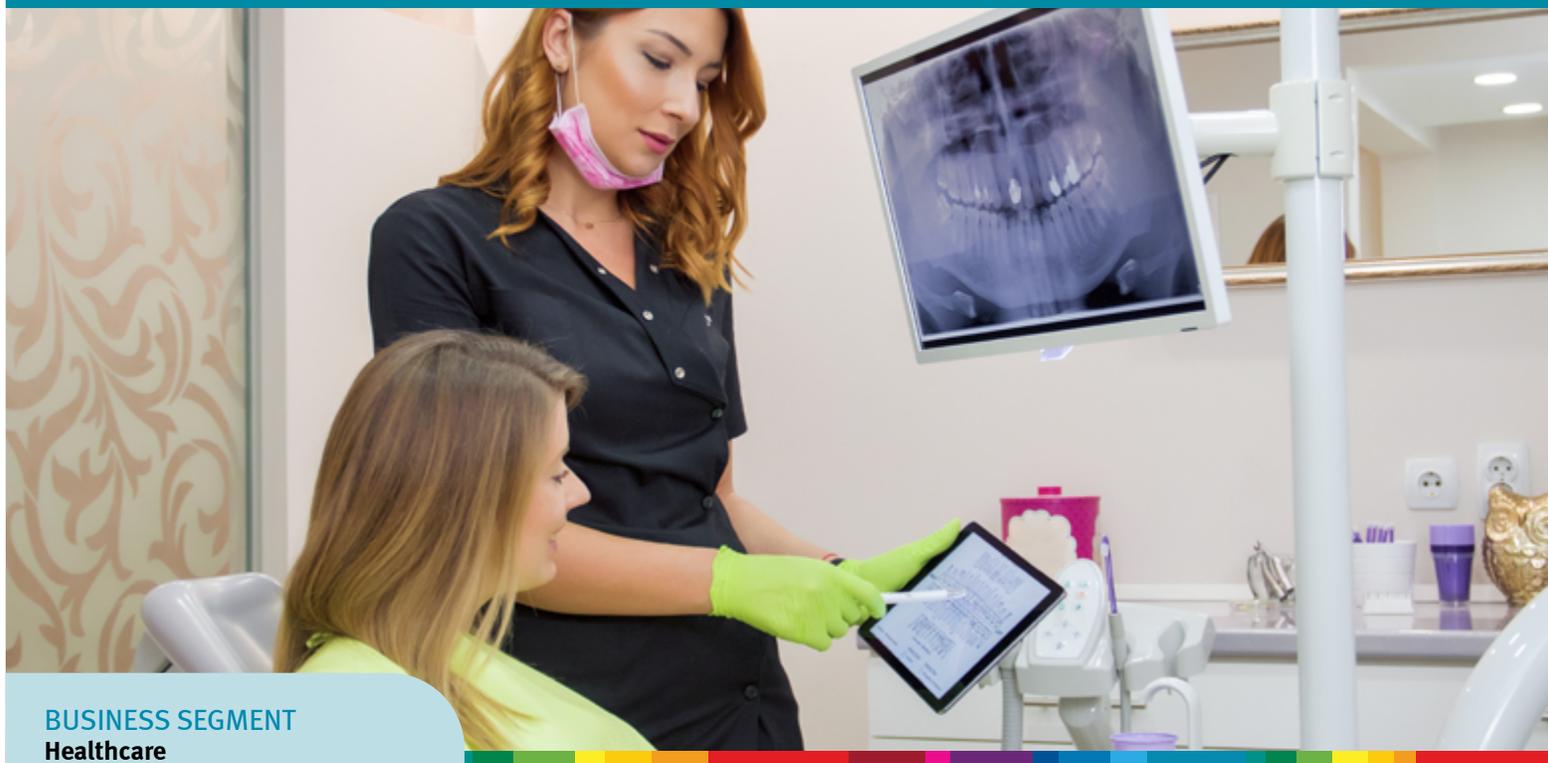


Canadian Dental Chain Streamlines Digital Conversion of Patient Records



BUSINESS SEGMENT

Healthcare

PRODUCT

OKI Mid-Workgroup Color Multifunction Printers and Drive | Image™

CHALLENGE

- Establish an efficient, user-friendly workflow for scanning paper-based records of 150,000 patients treated at firm's 20 offices
- Improve inefficient, costly document organization process
- Reduce chances of inputting duplicate patient data

SOLUTION

- Deployed color mid-workgroup MFPs at each dental office, integrated with powerful Drive | Image™ software to facilitate efficient document capture
- Streamlined document processing between offices
- Customized workflow eliminated patient record duplication

CUSTOMER PROFILE

Centres dentaires Lapointe is a family-owned group of 20 dental clinics located in Québec, Canada. Since its founding in 1987, Lapointe has grown into a thriving comprehensive oral care provider, treating more than 150,000 patients. Lapointe also custom-manufactures its own products such as caps, crowns, bridges and dentures at the company's state-of-the-art laboratory and training center in Montréal.

THE CHALLENGE

Lapointe was using the traditional pen-and-paper method to document its many patient records at each location. The abundance of paper files and folders became unmanageable, creating a pressing need for the company to become more efficient. Lapointe's in-house IT group responded by developing an electronic content management system which helped the company better manage paper documents and x-rays stored at its offices.

The next goal was to streamline the laborious record scanning process, eliminate potential data-input errors and reduce the total amount of records stored at each office. This involved converting all 150,000 patient records to electronic format.

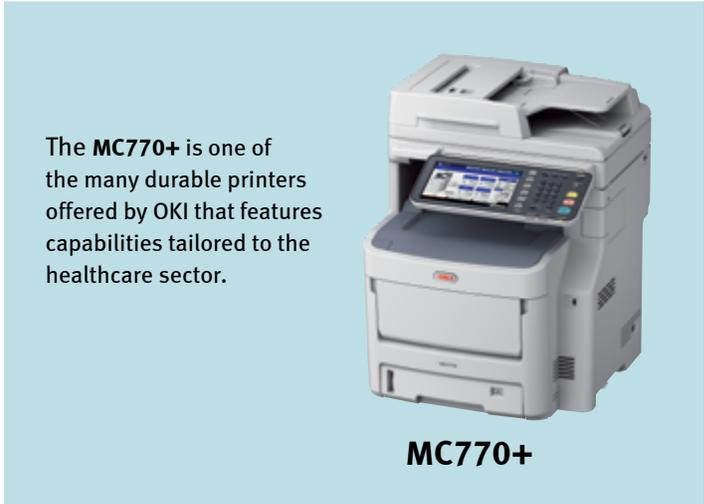
THE SOLUTION

Working with Lapointe to identify its challenges and unique business needs, Bureau Tech 2000 (the reseller involved) identified the need for a customized workflow to efficiently scan documents in an organized fashion. As a result, OKI Data Americas recommended the Drive | Image™¹ solution, a powerful document capture and routing

application that runs on the OKI Smart Extendable Platform. Lapointe also installed OKI's series of color mid-workgroup multifunction printers (MFPs) in each dental office, making the document scanning process faster and easier for employees of all skill levels. Plus, human error has been virtually eliminated in the scan process thanks to a unique patient search feature that prevents the creation of duplicate patient records. Lapointe was pleased with the ease of integration using Drive | Image's design tool - a customized workflow was created and installed in a matter of minutes onto OKI's embedded touchscreen.

THE OKI PARTNERSHIP

OKI met the challenge of streamlining Lapointe's record keeping processes by helping the company move from a traditional paper-based system to an efficient, user-friendly electronic content management system. With OKI smart MFPs deployed in each office (combined with the intelligent scanning and routing capability of Drive | Image), Lapointe now has the necessary tools to keep its locations productive and running efficiently while the company focuses on expanding the practice to 30 locations by 2020. Lapointe will continue to rely on OKI as a proven and trusted business partner to reduce paper files by providing high-quality, reliable devices and solutions with 24/7/365 customer service.



“

Being an innovative company, we are always looking to evolve and improve our productivity in the workplace ... OKI provided us with the functionality we needed to develop a very efficient and effective system to digitally organize our files and records with the use of Drive | Image.”

**IT Director
Centres dentaires Lapointe**



1-800-OKI-DATA | www.oki.com/us

OKI®