



October 20, 2011

To Whom It May Concern,

I first made contact with Scan-It in the last quarter of 2010 regarding a large scanning and destruction project. From the very beginning, I was immediately impressed with the company and the personnel that I came into contact with. They are consistently professional, timely, responsive and understanding of the client's needs. I have worked mostly with Russ Cogar and Lona Wilkie, both of whom are excellent.

Both Russ and Lona are highly responsive to all contact attempts. Phone calls are answered promptly. Voice mails and emails are returned same day. They both take the time to simply check in with me also to ensure the success of the project.

Our project included Scan-It handling confidential medical records from pick-up through destruction. The volume will end up at approximately 2000 banker's boxes full of charts. Scan-It has been responsible for picking-up and transporting the records to their on-site storage facility. From there, they have prepped according to our guidelines and instructions, scanned and completed a quality assurance check prior to the delivery of the scanned images. Their final step is to arrange for secure destruction of the records as released.

Scan-It worked closely with us at first to configure their machines to meet our needs. This allowed for an excellent image quality. Once settings were in place and staff training was completed, the quality of the project has been exceptional. There are few errors and those that are made are fixed quickly.

The project is scheduled to complete at the end of this year and the work is on course to meet the timeline projected. Scan-It has also stayed within the budgeted amount based upon the quote and contract.

Overall, I believe that Scan-It is a highly responsible company that is both easy to work with and consistently produces a high quality product.

Sincerely,

Michelle Layton

Director of Electronic Health Information

Salem Clinic, P.C.

michellelayton@salemclinic.org

503-399-2404