



THE  
QUINLAN  
COMPANIES

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## Customer Testimonial

### Women & Infants Hospital

Women & Infants Hospital of Rhode Island, a Care New England Hospital, is one of the nation's leading specialty hospitals for women and newborns. A *U.S. News* Best Hospital in Gynecology and Best Children's Hospital in Neonatology, Women & Infants was ranked number one in the Providence metro area and is a top-performer in cancer.

Six years ago, Women & Infants was looking to move away from "the storage giant" to a smaller, more personalized and easy to work with medical records storage provider. The Quinlan Companies, with over 80 years of storage expertise to the healthcare industry, with a storage location right in Rhode Island, looked to be a perfect fit. "We were impressed with The Quinlan Companies and developed a great working relationship with them during the sale, but more importantly, the responsive service and ongoing cost savings after the sale, solidified the partnership.



We continue to move more and more departments over to The Quinlan Companies records management services and easy to use QuinlanVault, for records inventory and document requests.

Let me share two quick examples of the outstanding service we look forward to with The Quinlan Companies:

Over the years The Quinlan Companies has approached us, after looking at our records management usage & informed us we were pulling a high percent of records as 'urgent orders'. They noticed a pattern, which forced us to look at our processes and make the appropriate changes, which in turned saved us money – that's a team player – and that helped impact us financially.

In another instance, we were in need of a patient record for a litigation for which we were involved. Our inventory indicated the medical record was located in a certain offsite box at The Quinlan Companies, but when they went to pull the record, it wasn't there. I picked up the phone and called CEO, Mike Cooley. Mike placed an immediate 'all points bulletin' to his staff to aid in the search for this important record, opening boxes and searching manually. The Quinlan Companies found the document and got it to me immediately. What other company can you pick up the phone, call the CEO, and get things moving that fast?

No other vendor would provide this kind of prompt, responsive and personalized service. I'm extremely discriminating when it comes to promoting vendors, but The Quinlan Companies has proven to be a true partner, and critical player in our business success."

***Tom Hughes, Vice President, Clinical Support Services  
Women & Infants Hospital***

