



PROFILE

Industry: Medicine
Name: Mensah Chiropractic
Location: West Hollywood, Calif.
Founded: 2018
Website:
www.mensahchiropractic.com

CHALLENGE

Chiropractic physician office required a fast and reliable printer and document scanner that required minimal intervention.

SOLUTION

Epson® office solutions, including the network multi-function printer color printer with Replaceable Ink Pack System and wireless color document scanner, provide high-quality prints and scans and require low intervention, leaving more time to focus on managing the business—not the office equipment.

Chiropractic Business gets an Office Equipment Adjustment

Mensah Chiropractic received the WorkForce Pro business inkjet printer and color document scanner free of charge.

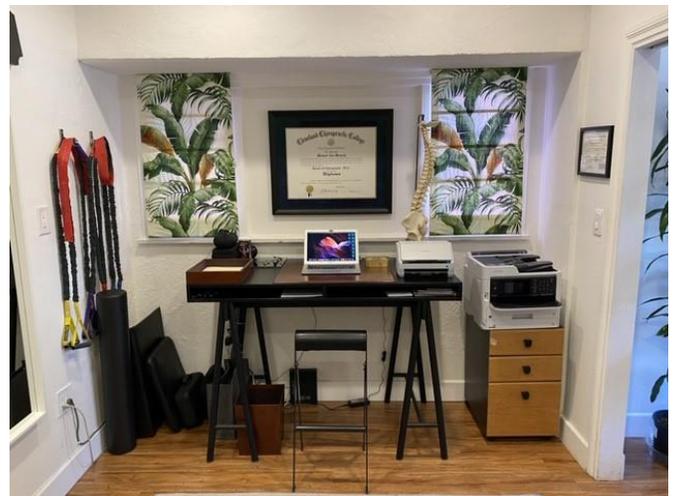
Dr. Michael Mensah, a former Olympic-level athlete and chiropractic physician based in West Hollywood, Calif., founded Mensah Chiropractic in 2018. Mensah Chiropractic provides services in sports therapy, functional medicine, physiotherapy, acupuncture, and massage, as well as chiropractic manipulation.

“What I really love is teaching and educating. We don’t teach people by telling them what’s going on. Rather, we show them stretches and movements that will help them, then print out instructions and illustrations so they can practice the movements at home.”

Many modern practices use a healthcare management software package. Mensah Chiropractic uses Unified Practice™ for charting, recordkeeping, scheduling, and other crucial functions. Yet like most, the practice still

“The Epson printer and scanner have been game changers for our office. They produce great quality and are easy to use.”

- DR. MICHAEL MENSAH, FOUNDER OF
MENSAH CHIROPRACTIC



depends on large quantity of paper-based assessments, forms and handouts, including intake forms, patient treatment plans, individualized instructional packets, and reports.

“We’re printing paperwork for every patient, so reliability is key,” Mensah says. “We need a printer that’s fast, clear and precise, and that can print on two sides automatically.”

The switch to the new Epson printer and document scanner came out of frustration with their old equipment: a popular desktop laser printer that would frequently jam and disconnect from the network.



Epson Business Inkjet Printer

Case Study | Mensah Chiropractic



“We actually had two printers since we needed one as a backup,” Mensah says. “Our backup was a consumer inkjet model that ran out of ink quickly – and the ink was expensive. For that reason, we especially appreciate Epson’s Replaceable Ink Pack System,” he adds.

The [Epson WorkForce® Pro WF-C5790](#)^{*} is a network multifunction device offering printing, scanning, copying, and faxing. Like their former model, the WF-C5790 offers full color printing, but it uses Epson’s [PrecisionCore Heat-Free™ Technology](#), which delivers high-speed, high-quality business color and includes a hefty ink packs that include enough ink to print up to 10,000 pages black and 5,000 pages color.¹

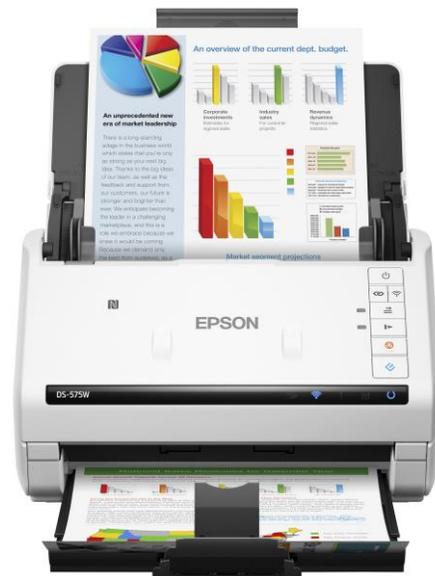
Like the former laser printer, print quality is very high, and the WF-C5790 is fast, printing in color or black and white at 24 pages per minute² with no warmup time.

Mensah says he appreciates the print quality when he hands an instructional packet to a patient, prints gift cards to encourage referrals, and especially when he needs to send a report to an attorney.

In addition to the new printer, the practice implemented an [Epson DS-575W](#) wireless color document scanner, which can scan up to 50 documents in one batch at 35 pages per minute,³ mixing different sized originals and capturing both sides at once. Like the printer, it works on the network, making it easy to scan to any computer in the office.

An important part of his practice is helping patients recover from accidents, and in these cases, Mensah may need to provide information about the treatment plan and recovery. The quality of the printing reflects on the professionalism of his practice, so it must be the very best.

He also appreciates the fact that he and his staff can print on the WF-C5790 directly from their phones. “I’ll often get an MRI or X-ray report in my email, and I can just send it right to the printer.”



Mensah says his office manager uses the document scanner to scan fee slips, which the practitioners each fill out to record the services they provide. “Though our billing service handles all of the insurance paperwork, we need to send them the information they need electronically. Every few days the office manager scans a big stack of fee slips, then sends them digitally to the service.”

“We often have to scan additional notes for insurance companies or materials from the patient files,” Mensah adds. “Attorneys or courts may request files as well. Either way, we can have the material ready in minutes and know that everything will be crisp and clear.”



Epson Business Inkjet Printer

Case Study | Mensah Chiropractic

Mensah says he's been impressed with how fast and reliable the DS-575W document scanner has been. "I would sum it up with the word 'efficient.' We don't have to worry about the time it will take to scan stacks of documents and we are confident the documents aren't going to get crinkled or ruined. The software is fast and easy to use. Having a dedicated document scanner has saved us time and has made the task of scanning much easier."

The Epson printer, too, has been a tremendous improvement from our previous printing solutions. "It's just so simple to print now. The print quality is great and we haven't had a single paper jam. My favorite part – I know that it is going to produce a document when I hit 'print' on my computer or phone, and that was not the case before.

"The Epson printer and scanner have been game changers for our office. They produce great quality and are easy to use."

"Our backup was a consumer inkjet model that ran out of ink quickly – and the ink was expensive. For that reason, we especially appreciate Epson's Replaceable Ink Pack System."

- DR. MICHAEL MENSAH, FOUNDER OF
MENSAH CHIROPRACTIC

The views and opinions expressed in this article are those of the individual. Mensah Chiropractic received the WorkForce Pro business inkjet printer and color document scanner free of charge.

*This product uses only genuine Epson-brand ink packs. Other brands of ink supplies are not compatible and, even if described as compatible, may not function properly.

1 Replacement ink pack yields are estimated based on ISO/IEC 24711 test in Default Mode printing continuously. Ink pack yields vary considerably for reasons including images printed, print settings, temperature and humidity. Yields may be lower when printing infrequently or predominantly with one ink color. All ink colors are used for printing and printer maintenance, and all colors have to be installed for printing. For print quality, part of the ink from the included ink packs is used for printer startup and a variable amount of ink remains in the ink pack after the "replace ink pack" signal. The included cartridges have a yield of about 900 pages black, and 800 pages color after ink is used for printer start up, determined with ISO/IEC 24712 test patterns and Epson's test methodologies. For details, see www.epson.com/inkinfo

2 Black and color print speeds are measured in accordance with ISO/IEC 24734. Actual print times will vary based on factors including system configuration, software, and page complexity. For more information, visit www.epson.com/printspeed

3 Based on letter-sized scans at 300 dpi in Black-and-White, Grayscale or Color Mode, using the USB interface.



EPSON, PrecisionCore and WorkForce are registered trademarks and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation. All other product and brand names are trademarks and/or registered trademarks of their respective companies. Epson disclaims any and all rights in these marks. Copyright 2020 by Epson America, Inc.

Epson America, Inc. • 3840 Kilroy Airport Way • Long Beach, CA 90806 • www.epson.com/enterprise