

The stakes couldn't be higher. HealthPoint is more than a medical clinic. The Western Washington-based nonprofit provides healthcare spanning medical and dental services, nutrition counseling, insurance education, treatment for opioid use disorders, and integrative medicine (and that's not everything) for the underinsured or not insured.

Which also means the newly arrived, the undocumented, and refugees.

"Removing barriers is our mission," said Ms. Schouteren. "We're a safe harbor, but also here for locals. We believe everyone deserves care, from immigrants to the locals, with their first job making ends meet. We operate on a sliding scale."

HealthPoint's 20-year partnership with Kelley Connect is best described as strategic - and vital to navigating the inherent complexity of these important operations.

"They understand our business and how to support our needs. We have 19 different clinics across King County serving diverse populations. Each clinic is different, so it's nice they can come in and say, 'This is the right fit for you. And this can adjust and grow with you,'" explained Ms. Schouteren.



**"Variation is key. We need postal meters that are custom fits with technology options and software that scales. Kelley sets us up with Pitney Bowes and other manufacturers to make it all work."**

Michelle Schouteren, Executive Assistant Senior Manager | HealthPoint

Back to the stakes. The right mailing solutions mean the most vulnerable receive critical medical history, referrals, follow-up care instructions, test results (including life-saving fecal immunochemical tests for colon cancer screening), and everything else that impacts their health and well-being - often translated into their native language. So to make sure they deliver to their patient base of over 100,000 people, we deliver.

"We've worked with companies with the completely opposite business model. They didn't operate well, and when their solutions don't work and aren't fixed, we struggle and lose productivity. Kelley Connect sets up the right solutions, then troubleshoots any problems over the phone. If it's the machine itself, a technician comes and inspects. Kelley also comes on-site to retrain staff with a product expert when needed," explained Ms. Schouteren.

Which means HealthPoint can continue sending 20000 pieces of key health information across locations every week to improve and sometimes save the lives of people with few resources at their disposal. In other words, we do our job, so our partners can focus on theirs.

"We're celebrating our 50th anniversary. We started in a small house. Now we're the direct connection between thousands of people and their health and well-being. With Kelley Connect, it's definitely a partnership. If we aren't succeeding, they aren't," concluded Ms. Schouteren.

[Learn more](#) how Kelley Connect can support your Mail and Shipping solutions.