



**Facility Services**  
2800 Tenth Avenue North  
PO Box 37000  
Billings, MT 59107-7000

April 16, 2014

Janelle Nelson  
MIHA Executive Director  
Benefis Health System  
1101 26th Street  
Great Falls, MT. 59408

Dear Janelle,

The Billings Clinic first partnered with San-I-Pak in 1991 to treat our regulated medical waste onsite. The San-I-Pak System offered a significant cost savings to our facility by not having to pay an offsite contractor to pick up and then transport the regulated medical waste out of state for processing & disposal. A second benefit to the system was the combined high density solid waste compactor which allowed us to dispose of more waste per load in our roll-off container, yet cutting back on the amount of truck pick-ups.

As the facility began a significant expansion impacting our waste stream, we once again researched various technologies (Bondtech, RotoClave, Sanitec, etc.). We selected San-I-Pak again because of the technology's automated material handling system for both regulated medical waste and municipal solid waste disposal. The automation has made it safer for our staff. The enhancements made in odor control to improve the work place environment, and the addition to the of the Intel-I-Com System which allows staff to remotely monitor the entire system, self-diagnosis any service issues, store and print out compliance records, and finally allow the San-I-Pak Service team help our factory trained staff with any service issue. Since installation, the equipment has been highly reliable and we have never required a service technician onsite.

In reviewing other options to reduce costs, we began looking into the cost of sharps disposal. We perhaps have the only landfill in the state of Montana that will not accept treated recognizable sharps. We again contacted San-I-Pak to see if we could find a solution. The San-I-Pak representative came out to our facility in an attempt to work with the landfill to accept sterilized sharps. Collectively we came up with a solution that utilized San-I-Pak's unique Sharps Machine. We installed the system last summer. Despite the nightmares that typically plague shredding waste, the system has performed above expectations with no down time and will show a payback under two-years. Our EVS Department runs the system and our engineers have gone through an extensive training program and perform the maintenance on the system. Despite being located in an isolated region, the San-I-Pak has allowed us to be operationally and economically independent from the solitary medical waste vendor that services our area.

My recommendation to the group is to look at a long-term solution for your waste treatment and disposal needs. One that is safe for the employees to operate and does not negatively impact the work place, unlike less than modern autoclaves that require significant employee handling and exposure to back and burn injuries. It is equally as important to find a company that provides the professional and immediate service support that we have experienced with San-I-Pak. Please feel free to reach me at 406 657 4036 if you have any questions. Thank you.

Sincerely,

A handwritten signature in black ink that reads "Mitch Goplen".

Mitch Goplen  
Vice President, Facility Services

CC - Jim Ryder, Facility Planning & Development  
San-I-Pak, Inc.