

## UPGRADING HEALTH PRACTICE CONNECTIVITY

### Redundant Communications for Medical Clinics

Public and private companies across general and specialized medical fields operate rural and urban facilities that support and promote public health. These organizations have a dire need of secure and reliable internet connectivity to provide their invaluable services to patients in need of both routine and critical care.



### Case Overview | IMPROVING UPTIME AND PATIENT HEALTH

An owner of a Dental Medicine Practice in North Carolina recently opened a new office in an under-served area of Buncombe County. After considering internet services and hardware for their new location, they decided it would be best to re-evaluate these systems across all practice locations. Some of their facilities were located in and around major metropolitan areas, while others, like the newer facility, were located in towns along the mountainous Blue Ridge Parkway. The owner explained their internet outages resulted in appointment cancellations, slower delivery of care, and decreased patient satisfaction.

### Challenges Faced | RELIABLE BRANCH OFFICE CONNECTIVITY

Many of his remote facilities only have one ISP available. Most urban locations have access to two or more ISP's - enabling the use of a secondary hardline connection. While it was more common for his remote facilities to lose connectivity, even his urban facilities, with backup connectivity options, weren't completely free of downtime.

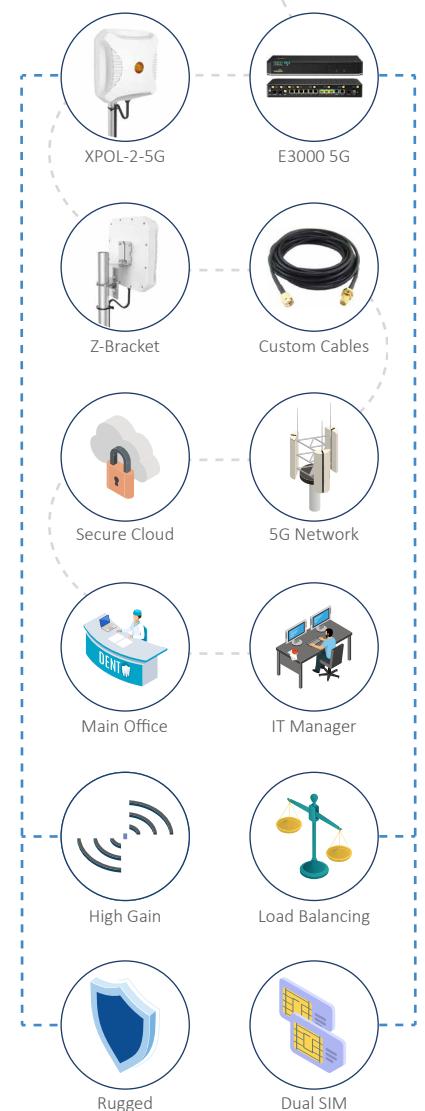
Internet outages were costing his practice revenue across several different locations. But, more importantly, they forced his team to deny care to patients in dire need. The owner, a doctor himself, felt he owed it to his patients to operate at as near to 100% uptime as physically possible. He expressed that this goal was even more important for the remote facilities, where patients were typically in lower income areas, and regularly had to sacrifice wages and travel long distances just to make an appointment with his team.

### Solutions Delivered | BRANCH ROUTERS AND SPECIALIZED ANTENNAS

The solutions engineers at USAT got to work immediately evaluating options to present to the practice owner that would satisfy the needs of each and every facility he operated.

At rural facilities, with fewer team members and patients of record, we provided variants of the Cradlepoint E300 Enterprise Branch Router coupled with XPOL-2 directional antennas from Poynting. For their urban facilities, with larger teams and patient foot traffic, we provided the more robust E3000 5G router - that could both load balance between primary and secondary ISP's and provide cellular failover. Also for urban cases, we helped them select between XPOL-2-5G and OMNI-600 (5G Ready) antennas based on each of their facility locations relative to existing cell towers (and the current availability of 5G networks).

With all their organizations gateways from a single provider, the owner and his team can now register, configure, update, and manage their devices remotely from their flagship office. Additionally, they now have the ability to receive automatic device status updates that let them know what devices are connected and on which networks with the NetCloud Branch software included with each device purchase.



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