

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. 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 or near major metropolitan areas, while others, like the newer facility, were located in towns along the mountainous Blue Ridge Parkway. The owner told a client of RTO that the internet outages they faced resulted in appointment cancellations, slower delivery of care, and decreased patient satisfaction.

Challenges Faced | RELIABLE BRANCH OFFICE CONNECTIVITY

Many of their clients' remote facilities only had access to a single regional ISP. Most of their urban locations had access to two or more ISP's - enabling secondary connections. While it was more common for this clients' remote facilities to lose connectivity, even their urban facilities utilizing backup ISP's weren't completely free of downtime.

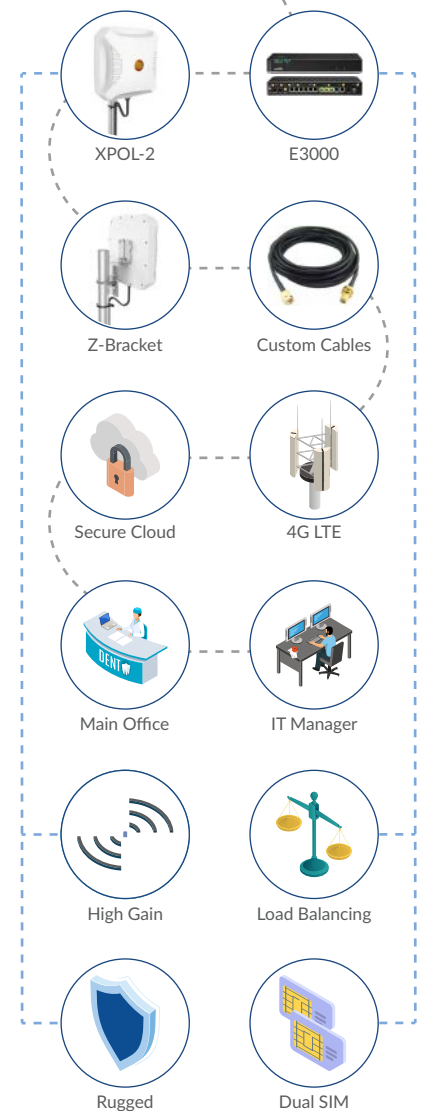
Internet outages were costing their client revenue across several practice locations. But, more importantly, outages denied care to patients in need. The practice owner, a doctor themselves, felt he owed it to patients to operate with as near 100% uptime as physically possible. The client expressed this 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 at those locations.

Solutions Delivered | BRANCH ROUTERS AND SPECIALIZED ANTENNAS

A resale client of RTO specializing in setting up networking communications within the medical field reached out to our team for solutions. We got to work immediately to provide options our client could present the practice owner that would satisfy the individual needs of each facility under evaluation.

At rural facilities, with fewer team members and patients of record, RTO provided variants of Cradlepoint E300 Branch Routers coupled with XPOL-2 antennas from Poynting - allowing those practices to utilize cellular failover should their primary connections go down. For urban facilities, with larger teams and patient volumes, we provided variants of the more robust E3000 router - that could both load balance between primary and secondary ISP's and provide cellular failover. For urban cases, we provided XPOL-2 and OMNI-600 antennas based on the proximity of cell towers relative to each facility.

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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