COMCAST BUSINESS REMEDIES CONNECTIVITY WOES FOR INDIAN HEALTH CENTER OF SANTA CLARA VALLEY

California Medical Practice Improves Patient Experience
and Care with Comcast Business Ethernet

COMMUNITY HEALTH CENTER PROVIDES WIDE RANGE OF SERVICES AND TREATMENTS

Indian Health Center of Santa Clara Valley delivers comprehensive healthcare and wellness treatment for members of the American Indian and Alaskan Native communities living in the greater Santa Clara, California region. The organization provides comprehensive outpatient services across its 11 locations, including mental health counseling, dental and medical care, nutrition assistance and more.

DELAYED ACCESS TO PATIENT INFORMATION IMPEDES CARE

Indian Health Center stores all patient records in a private, remotely housed data center. Health providers across its locations need access to these records to understand patient history, pull up lab results, prescribe drugs and view other key medical information, so a seamless connection is critical. Across the network, providers' ability to administer effective care depends on fast, clear and reliable electronic health record (EHR) access.

Indian Health Center was using a T1 Internet connection with speeds ranging from 1.5 to three Megabits per second (Mbps) to link its 11 dispersed locations to its data center. However, as the practice grew and reliance on electronic data increased, employees were having trouble viewing patient information. In order for Indian Health Center to provide better patient care, the organization needed to update its connection to newer technology.

"Indian Health Center strives to deliver superior care and service to promote our patients' physical health and contribute to the overall well-being of the community," said Calvin Huang, IT director, Indian Health Center of Santa Clara Valley. "To help our patients in this way, fast and reliable access to medical records is a must. The information stored in electronic health records is mission critical, and if access is slowed or compromised, it can negatively affect our level of care."

In addition to bandwidth challenges that impacted several departments, Indian Health Center was also struggling with poor customer service from its provider. The health and wellness practice knew that a change was needed in order to continue delivering high quality care and service for its members.

SITUATION
- Health and wellness facility in Santa Clara, California
- Provides range of medical, dental and mental health services across 11 locations

CHALLENGE
- Seamless EHR access is critical for administering care
- Insufficient bandwidth couldn't support EHR demands

SOLUTION
- Comcast Business Ethernet Private Lines
- Comcast Business Ethernet Virtual Private Lines
- Comcast Business Ethernet Dedicated Internet

RESULTS
- Fast, reliable access to EHRs across distributed locations
- Improved patient experience
- Dedicated customer support team

COMCAST BUSINESS SPEEDS RECORD ACCESS TO HELP ENHANCE PATIENT CARE

After a thorough competitive analysis, Indian Health Center chose Comcast Business to power its EHR system. The provider installed a 1 Gigabit per second (Gbps) Ethernet Private Line (EPL) between the facility's headquarters – where the majority of patients are seen – and its data center, as well as Ethernet Virtual Private Lines (EVPL) to connect the organization's remaining 10 locations to the data center. The EVPL speeds range from 10 to 40 Mbps, depending on the size and needs of the facilities and provide a secure, reliable connection to transmit files. Finally, Comcast Business also installed a 50 Mbps Ethernet Dedicated Internet (EDI) line to provide backup for Indian Health Center's other web-based operations.

After switching to Comcast Business, Indian Health Center immediately experienced a noticeable boost in performance and efficiency. EHR records now load quickly across the organization's entire network of locations, enabling physicians to easily access the critical patient information needed to administer the proper care.

Indian Health Center has also noted an improvement in customer service since switching to Comcast Business. With Comcast Business, they are quickly connected to a dedicated customer service team that can address any questions and resolve issues quickly.

"With Comcast Business, our network connectivity is strong and reliable, providing our physicians and healthcare workers with the ability to access critical EHR records quickly and view them clearly, from all our locations," added Huang. "Network connectivity should not be a concern or a detriment to our medical staff's ability to provide patient care, and with Comcast Business it never is. Our staff never has to give EHR access a second thought and employees can focus their undivided attention on helping patients thrive."

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