FLEXIBLE NETWORKING SOLUTION SUPPORTS CURRENT AND FUTURE MEDICAL TECHNOLOGIES

COMPANY

Upper Chesapeake Health is a not-for-profit, community-based, two-hospital system that offers the residents of northeastern Maryland an unparalleled combination of clinical expertise, leading-edge technology, and an exceptional patient experience.

CHALLENGE

Find a reliable networking solution that provides scalable bandwidth to support current and future medical technologies.

SOLUTION REQUIREMENTS

- Reliability: Upper Chesapeake Health facilities rely on the timely delivery of digital imagery and electronic medical records.
- Scalability: The ideal solution will provide scalable bandwidth to embrace future medical technologies.
- Security: Upper Chesapeake Health requires a secure and steadfast Internet connection to support external email and to liaise with business partners.

SOLUTION

- Comcast Business Ethernet Network Service
- Comcast Business Ethernet Dedicated Internet Service

RESULTS

- Reliable Network Provides Unparalleled Uptime
- Flexible Network Grows with Future Technologies
- Secure Internet Connectivity Ensures Safe Transfer of Patient Data

THE BUSINESS CHALLENGE

Before Upper Chesapeake Health (UCH) began working with Comcast, it relied on a T1 bundle for communication and data transfer. Unfortunately, the T1 bundle didn't provide the bandwidth needed to send and receive digital imaging or electronic medical records. "We needed to find a reliable networking solution that provided scalable bandwidth, enabling us to embrace current and future medical technologies," explained Rick Casteel, Vice President of Information Technology for UCH.

UCH also needed a secure and reliable Internet connection to support external email and to liaise with its business partners.

THE COMCAST BUSINESS SOLUTION

Now UCH relies on the Comcast Business Ethernet Network Service to link its two hospitals and outpatient facility, enabling secure exchange of data at up to 1 gigabit per second.

"Comcast was the only vendor to meet every one of our connectivity needs in the required timeframe and at the most cost-effective price," Casteel said. "We partnered with Comcast in the late 1990s, and after more than 10 years, we have never experienced a network problem. Plus, if we ever did experience a problem, we are confident that our local sales and support team would be at our side in minutes. They are incredibly dedicated to our success."

In 2010, Comcast helped UCH expand its network with a link to the University of Maryland Medical System.

"This enables us to co-locate some of our network and server infrastructure and eventually install a new electronic medical record system that both organizations will access," he continued. "It also opens up additional affiliation options with the University of Maryland Medical System, which has evolved into a multi-hospital organization that touches every part of the state and beyond."

UCH also relies on another Comcast service: Comcast Business Ethernet Dedicated Internet.

"Internet connectivity has become mission-critical to our organization during the past several years," Casteel explained. "That's because we use the Internet to interact with almost all of our business partners, from partners who help us with billing to partners who help us find extended care for our patients once they are discharged from UCH."

COMCAST
BUSINESS

> *"Comcast addressed every one of our connectivity needs – in the required time-frame and in the most cost-effective manner. When we compare them to other vendors, they always come out on top."*
>
> *Rick Casteel*
>
> *Vice President,*
> *Information Technology*
> *Upper Chesapeake Health*

Soon UCH patients will be able to log in over the Internet to access their personal health records. "This is yet another example of how Comcast has become a lifeline to UCH and to the people we serve," he added.

THE RESULTS

Reliable Network Provides Unparalleled Uptime

The Comcast Business Ethernet Network Service seamlessly links multiple UCH sites, enabling each facility to send and receive all types of information quickly and securely, including digital imaging, electronic medical records, and prescription drug dispensing data.

Flexible Network Grows with Future Technologies

While the Comcast Business Ethernet Network Service currently supports state-of-the-art technology at UCH, it will support future endeavors as well, including the new electronic medical record system to be shared by UCH and the University of Maryland Medical Center.

Secure Internet Connectivity Ensures Safe Transfer of Patient Data

UCH relies on the Comcast Business Ethernet Dedicated Internet Service to liaise with its business partners; therefore, Comcast created a customized, redundant configuration to ensure safe and secure transfer of patient data. Soon, this Internet connection will support a self-service patient health record database.

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