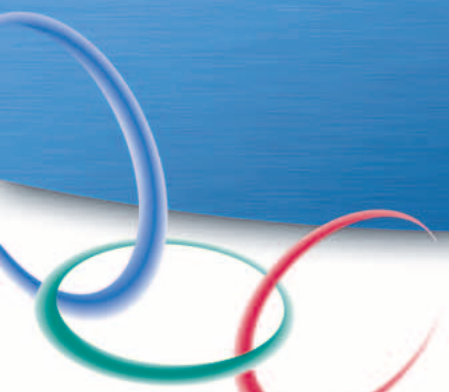


*Solutions In Healthcare  
Customer Case Studies*



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### Care New England — A healthcare consortium of hospitals and offices

Warwick, Rhode Island

- SITUATION:** This large consortium of hospitals, wellness centers and remote doctors' offices and labs had outgrown its outdated and costly private line network. To manage growth successfully, Care New England needed a faster solution that improved productivity at a cost-effective price.
- SOLUTION:** Cox Business Services answered the call with a Virtual Area Network (VAN) connecting major locations, with fiber installations in three of the hospitals, two data centers, one administration building and one purchasing office. All locations were connected via the new OC-12 RPR network to increase bandwidth. Remaining locations were linked to the network via 384Kbps cable modems.
- RESULTS:** Development of a business partnership resulting in significant cost savings and simplified workflow processes. Development of a business partnership providing superior follow-through in service and support.

### San Clemente Hospital — Acute care facility

Orange County, California

- SITUATION:** This medical center had invested in medical technology and staff but had fallen behind in its telecommunications infrastructure. Phone, Internet and other data communication functions needed dramatic improvement to achieve high-quality health care delivery.
- SOLUTION:** A several-months-long analysis by Cox Business Services determined the patchwork phone system at the hospital was inefficient and expensive. Cox engineers streamlined the phone system and improved the hospital's disaster recovery plan.
- RESULTS:** Savings of an estimated \$30,000 per year in telecommunications costs. Improved system reliability and service delivery both in normal operations as well as in cases of disastrous events.

## Methodist Health System — System of hospitals, clinics and medical centers

Omaha, Nebraska

- SITUATION:** With several hospitals, clinics and offices in its far-ranging organization, Methodist needed a comprehensive, integrated solution to deliver accurate, professional information to patients and staff through data services.
- SOLUTION:** Cox Business Services delivered a consolidated framework providing the infrastructure for a complete suite of communications, allowing access to Methodist's applications from home or office.
- RESULTS:** A scalable solution that centralizes core functions and expands as needed to a host of applications and users throughout the extensive healthcare system.

## Steinberg Diagnostic Medical Imaging — Four Las Vegas Valley diagnostic centers

Las Vegas, Nevada

- SITUATION:** Four separate centers involving 15 radiologists located throughout Las Vegas Valley faced serious inefficiencies in their service delivery: They needed a way to improve the current system of hand-delivery of critical patient information across the region.
- SOLUTION:** Cox Business Services provided a Gigabit Ethernet Metropolitan Area Network, one of the first in the area, and one of the most advanced medical data management tools available. The system speeds medical images from one branch to another, right to the radiologists' computer screens.
- RESULTS:** Faster, more accurate diagnoses. Faster collaboration and medical decision-making. Improved scalability and reliability. Improved patient convenience.

## Sentara Healthcare — Integrated healthcare organization

Virginia and North Carolina

- SITUATION:** Sentara is one of the premier nonprofit healthcare providers in the region. With a history dating back 115 years, Sentara delivers medical services through hospitals, nursing homes, assisted living centers and a 312,000-member health plan. It has been nationally recognized for its quality and service and is constantly challenged to stay on the leading edge of innovative healthcare delivery.
- SOLUTION:** Prior to partnering with Cox Business Services, Sentara had separate voice and data providers and a rapidly growing data network, with pressure to lower costs. Cox reduced costs by integrating voice and data services and provided flexible pricing models and implementation schedules.
- RESULTS:** Through Cox, Sentara has doubled its communications capacity without increasing cost, and has realized additional savings by moving toll free service to Cox. The healthcare organization also benefits from a greater range of options through Cox when planning new business models.



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