



Busy Medical Practice Concentrates on Patient Care while CenturyLink Manages its Network

ELLIOTT & LOPEZ MDS

CHALLENGE

Elliott & Lopez MDS is a successful medical practice in Las Vegas, NM. Soon after implementing an electronic health record (EHR) solution, employees experienced problems with its Wi-Fi service.

"Sharing a Wi-Fi connection with another tenant didn't work because the signal was unreliable and couldn't reach exam rooms," recalls Brenda Ramirez, Office Manager for Elliott & Lopez MDs. "That made more work for doctors who had to write down information and then walk to a secure area to enter it into our system."

"The Managed Office solution allows us to focus on delivering the best patient care we can. I don't have to spend time dealing with Wi-Fi, phone, or Internet outage issues anymore."

Brenda Ramirez, Office Manager, Elliott & Lopez MDs

Adding to the office's communications challenges was a 27-year old phone system. "People have been telling us for eight years to replace it," says Ramirez. "It didn't have a lot of features and it was a pain to manage."

SOLUTION

To overcome these issues, Ramirez chose to implement the CenturyLink® Managed Office Essentials solution. Data connectivity for the office's 10 seats, is provided by two bonded T-1s to deliver 3 Mbps of throughput. The solution includes routers and switches to help ensure full coverage throughout the office.

The CenturyLink hosted voice over IP (VoIP) solution, along with 10 Polycom IP handsets, replaced the firm's legacy phone system. CenturyLink personnel manage the voice and data solution infrastructure end-to-end. That includes the routers, switches and the VoIP platform.

BENEFITS AND RESULTS

The HIPAA-compliant CenturyLink Managed Office solution allows busy doctors and employees to spend more time with patients. Today, they enjoy uninterrupted access to their Web-based EHR and insurance company applications.

RELIABLE CONSISTENT ACCESS TO APPLICATIONS, DATA AND PHONES

CenturyLink's business-grade wireless and Internet connectivity ensure the uptime doctors need to treat patients. "We haven't had a single outage since putting in the solution," says Ramirez. "And the strong network signal allows our doctors to enter patient information anywhere in the office."

The data solution's capacity also resolved a frustrating issue. "Previously, our computer network was so slow that we couldn't retrieve lab results," explains Ramirez. "We had to verify results by phone. Today, we can print out those results without any problems."

Ramirez also likes the hosted VoIP system. "We can do a lot more with the new phone system, like check messages online. That, plus a lot of other features, make us a more patient-centric practice."

EASY TO ADMINISTER AND MANAGE

The CenturyLink Hosted VoIP Administrator Portal allows Ramirez to readily adjust phone system settings, users and features. "It's much easier to set someone up and to make changes than with our old system."

The IP handsets also allows the practice's receptionist to interface with a computer-based application to easily direct calls to employees wherever they may be.