

Memorial Health Systems Chooses Time Warner Cable Business Class

CITES RELIABILITY AND BREADTH OF SERVICES

BACKGROUND

Southern California's Memorial Health Services is an integrated health system comprised of six large medical centers and twenty-five smaller remote sites. Created by physicians and other health care professionals, Memorial Health Services has gained widespread recognition for its formation of the Physician Society, an organization dedicated to the pursuit of evidence-based, best practice medicine. Memorial Health Services has been identified as one of the top integrated systems in America (Verispan Top 100), a leading hospital organization for technology (Most Wired Hospitals) and one of the best governed hospital systems in the United States (The Governance Institute).

As with all health care providers, Memorial Health Services places a huge priority on patient safety and privacy and takes the Health Insurance Portability and Accountability Act (HIPAA) regulations very seriously. These security rules require plans for data backup, disaster recovery, emergency mode operations, protecting the security and integrity of information and maintaining reasonable safeguards and confidentiality. In an effort to be in full compliance with HIPAA regulations, Memorial Health Services' created a new patient care system which enables healthcare personnel to enter a variety of information including dietary restrictions, medical orders and lab results, directly into patient electronic files reducing human error and streamlining the gathering and recording of medical information.

The primary concern for Memorial Health Services was keeping its new patient care system operational as close to 100 percent as possible – 24 hours a day, seven days a week, 365 days a year – so that medical staff would always have access to the most up-to-date medical information for each patient within their care. If the system goes down – even for a few seconds – it means that doctors may not have access to life saving information during a medical emergency, a patients test results may be delayed, or critical patient dietary restrictions would not be conveyed. This type of information is crucial for Memorial Health Services to maintain medically efficient and accurate customer service oriented patient care.

Turning to its existing Internet provider, Memorial Health Services realized that the phone company could not guarantee accurate, always on service at a reasonable price. After considering various options, they contacted their local cable provider, Time Warner



"TIME WARNER CABLE BUSINESS CLASS INSTALLED SERVICES WITHOUT ANY GLITCHES AND HAS CONTINUED TO IMPRESS US WITH THEIR EXCELLENT RELIABILITY AND SERVICE."

– ROBERT BUSCHE,
NETWORK ARCHITECT,
MEMORIAL HEALTH SERVICES

Cable Business Class, to find out what services could be provided to suit their needs. What they learned would meet and exceed their requirements and expectations.

THE SOLUTION

Utilizing the Time Warner Cable Business Class point-to-point fiber circuit, Memorial Health Services linked the Fountain Valley Memorial Hospital in Fountain Valley, CA and the medical office building in Huntington Beach, CA with 20 MB circuits. Time Warner Cable Business Class provides point-to-point connectivity (with or without Internet access) when customers need dedicated interconnectivity between two facilities.

Memorial Health Services discovered that Time Warner Cable Business Class could meet their HIPAA requirements and keep up with their new patient care system while providing a transparent LAN services, fast installation with little disruption, very low error rate and a high bandwidth Internet VPN.

“Memorial Health Services needed a system that could sustain their patient care system, but they also needed flawless reliability,” said Megel Brown, Time Warner Cable Business Services Los Angeles Division. “Time Warner Cable Business Class was able to exceed their expectations by providing the right solution to keep their patient care system always up and running.”

RESULTS

“For the past year Time Warner Cable Business Class has met the needs of Memorial Health Services by providing us with reliable service to sustain our patient care system,” said Robert Busche, Network Architect, Memorial Health Services. “Time Warner Cable Business Class installed services without interruption and has continued to impress us with their excellent dependability and service.”

With their new Time Warner Cable Business Class Service in place, Memorial Health Services is experiencing a standard of service with practically non-existent error rates. With so many patients, doctors and health services staff relying on the patient care system, Memorial Health Services and Time Warner Cable Business Class must insure reliability and consistency of service at all times. Time Warner Cable Business Class has gone above and beyond what Memorial Health Services had been experiencing with more traditional providers and they could not be happier.

FOR MORE INFORMATION ABOUT TIME WARNER CABLE BUSINESS CLASS PRODUCTS AND SOLUTIONS, VISIT WWW.TWCBC.COM OR CALL 1-866-TWC-4BIZ.

About Time Warner Cable Business Class

Time Warner Cable Business Class, a service of Time Warner Cable, is available in 27 states which include some of the most technologically advanced, best-clustered cable systems in the country with more than seventy five percent of the Company's customers in systems of 300,000 subscribers or more. The company offers data, video and security solutions to provide a full complement of business communications tools. Having an established national presence, along with dedicated local teams, the company provides award winning customer service. Supporting enterprise, government and small to medium-sized businesses with a consultative approach, Time Warner Cable Business Class is focused exclusively on individual business needs.