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Evangelical Community Hospital: Unified Communications Successes

Our Client:

Evangelical Community Hospital
Lewisburg, Pennsylvania
Over 1000 employees

The Challenge:

To migrate from a Mitel PBX to an IP-based phone system without any effective downtime during the change-over process.

The Solution:

Cisco Systems and NWN set up a pilot using Cisco Call Manager Express with twenty 7960 desktop phones and twenty 7920 wireless phones.

Because the current voicemail system would not support voicemail from Cisco Call Manager, Cisco Unified Messaging was added to the pilot.

The pilot was then expanded to include phones from other departments within the hospital.

The system was approved for upgrade.

Evangelical Community Hospital's present system consists of approximately 300 phones with seven remote sites.

Results

Department expansions, moves, adds, and changes are made easier.

Each year, NWN sets up a remote site for Evangelical Hospital in the center of a local mall via cable modem which enables them to run a telethon for breast cancer awareness and prevention. The touch-screen display phones are fully utilized to dial and track all calls during the telethon. This operation could not be performed with traditional phones.

About Evangelical Community Hospital:

Since 1926, Evangelical Community Hospital has promised and delivered the very best to its patients and their communities by providing compassionate and accessible health care. Ever since three physicians, along with other community supporters, established Evangelical, it has maintained its commitment to be a caring and quality health care provider.

Evangelical is licensed to accommodate 135 overnight patients and 12 Acute Rehabilitation Unit patients and 18 newborn babies. It is a not-for-profit community hospital offering a full continuum of care. Services range from comprehensive diagnostic tests to delicate microsurgery and from specific treatment programs to numerous outpatient services.

In 2008, Evangelical continued to be a leading provider for healthcare services in the central Susquehanna Valley. At The Family Place, 1,059 babies were born. More than 450,000 laboratory procedures and 122,000 radiology procedures were completed. More than 30,000 people visited the Emergency Room throughout the year and 3,108 one-day surgery procedures were performed.

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