Ooma Enterprise

Elite Medical

Urgent care facility improves response time while eliminating costly 3rd party call center.

Elite MEDICAL CENTER *an Acute Care Hospital*

The Challenge

Urgent care facilities like Elite Medical in Las Vegas provide 24x7 urgent care. Because they have staff working 'round the clock, they depend upon secure, reliable communications that never go down. They needed network cybersecurity and high reliability with their third party vendors that they didn't have with their current provider.

The Solution

The Ooma Enterprise team did a complete assessment of Elite Medical's communications needs and implemented network cybersecurity with new SD-WAN and Palo Alto networks solutions for high reliability with third party VPNs. Now their imaging resources have a secure pathway to quickly and securely review imaging including X-rays and MRIs.

Ooma Enterprise provides:

- 24x7 support for 'round the clock assistance
- Auto attendant and click to call capabilities. The IVR captures calls and can place them into a "request call back" queue when nobody is at the desk during lunch hour or other peak times
- Eliminate thousands of dollars in expensive third party call centers by designing specific call flows and ring groups that route calls to best-in-class staff that are experts on various conditions and procedures
- High density ATAs (analog terminal adapters) – a high density analog gateway to handle digital calls to patient rooms
- Disposable analog phone sets for each patient room
- Overhead paging
- Mobile clients that work on Wi-Fi or cellular for care providers that are moving around the building
- Staff presence allows team members to see each other's status in real-time.

3rd party imaging solutions → **Ooma Enterprise UCaaS + SD-Wan and Palo Alto Networks**

Custom call flows and ring groups route calls to best-in-class staff that are in the facility or remote.

Ooma Enterprise

Collaborate. Share. Connect.

Video meetings, softphones, desk phones, and mobile apps. Each endpoint is customized to fit the needs of all your users.

Customizable. Flexible. Scalable.

Forget about being force fed cookie-cutter solutions. We'll do tailored integrations that perfectly fit your business.

Network Security. Redundancy. Reliability.

Our network provides unparalleled voice quality which connects your users across the shortest distances between 7 global POPs.

Questions? Call 877-412-9552. Request a free consultation and personalized quote today.