

Give patients the experience they demand

Delivering excellence across the entire patient care continuum

Today's patient experience stretches beyond the walls of the hospital, clinic, lab or doctor's office. It begins before check-in, ends long after the patient has left the building and encompasses all touchpoints in between.

Comfort

Patients spend a lot of time waiting.



6.5 hours

was the high for ER boarding times during the COVID-19 pandemic.¹



4.5 days

is the average U.S. hospital stay.²

Reliable WiFi helps alleviate boredom and worry, and allows people to feel more in control of their healthcare journeys — cultivating a more comfortable, positive patient experience. With industry-leading, service-level agreements that guarantee 100% network uptime, 100%, 24/7/365 U.S.-based local support and nationwide reach, our network supports patients every step of their journey.

*100% uptime SLA guarantee applies only to Fiber Internet Access, Cloud Connect, Enterprise Trunking and Ethernet Services.

Convenience



52%

of patients say convenience is a factor in their healthcare decisions.³

Patients have more devices than ever, including wearables, and they expect to access their data, meet via telehealth and schedule appointments with ease. A reliable, scalable network from a trusted partner can help you meet these challenges and deliver a seamless, personalized experience at all hours, no matter where your patients are located.

Care



95%

of physicians say increased data interoperability will help improve patient outcomes.⁴

Our Unified Communications platform enables fast, secure access to patient data from multiple places and devices, so your team can collaborate faster and more effectively across specialties to give patients the whole-person care they deserve.

Discover why leading healthcare organizations trust our team of HIMSS-certified experts and the speed, reliability and security of our enterprise-grade network to make a difference in the lives of patients.

Ready to elevate the patient experience?

Learn more

enterprise.spectrum.com/DigitalHealth

1. "U.S. Hospitals Under Strain as ER Wait Times Lengthen," US News, October 2022
2. "Why reducing length of stay is critical for patient and hospital wellbeing," Pulsara, June 2021
3. "2021 Healthcare Consumer Trends Report," NRC Health, January 2021
4. "Google Cloud study finds overwhelming physician support for interoperability efforts," HealthcareIT News, July 2021