

Six questions about unified communications you need to address

Prepare your healthcare organization to evolve from a traditional voice infrastructure to modern, cloud-powered communications.

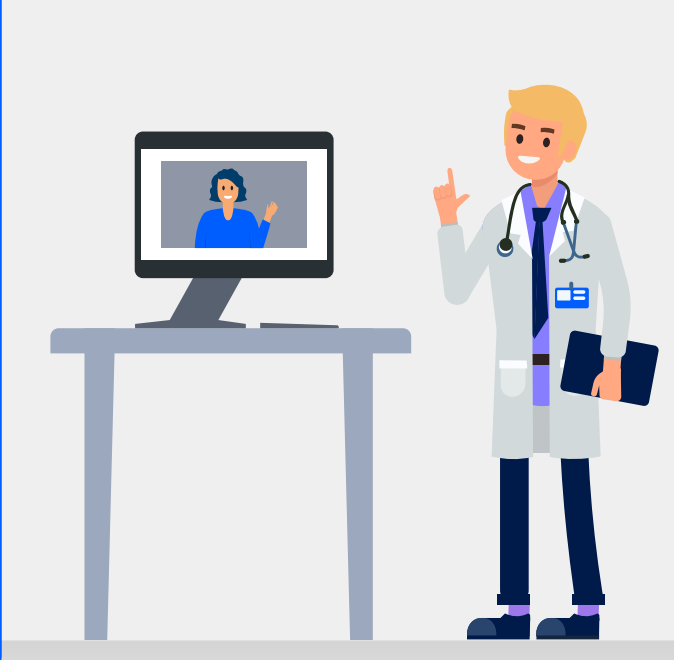
Healthcare institutions and patient expectations are evolving rapidly, driven by a surge in value-based care, including Telehealth and AI-supported healthcare. To stay competitive, healthcare organizations must rethink legacy voice systems and adopt a unified communications (UC) solution that supports flexibility, efficiency and growth.

Asking the right questions can help guide your transition toward a UC strategy that delivers.

1. Are fragmented communications holding my practice back?

Many healthcare organizations still rely on multiple disconnected communication tools. When systems are not integrated, teams struggle to collaborate effectively and manage patient interactions. Fragmented communications can lead to:

- Inefficient silos between departments and locations.
- Inconsistent patient experiences.
- Higher operational costs and increased IT complexity.
- Limited ability to track, measure and improve communication effectiveness.



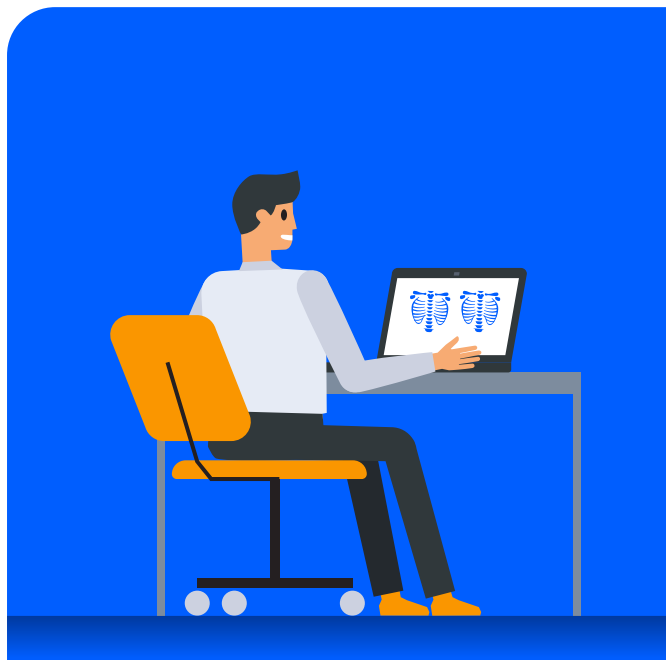
Benefit: UC can eliminate these barriers by bringing voice, messaging and collaboration tools into a single platform.

96% of organizations say consolidating communications improves scalability and outcomes.¹

2. Am I keeping pace with the shift to cloud communications?

Healthcare organizations increasingly want one platform for communications and patient engagement. Key trends driving this shift include:

- Migration from legacy voice technologies to flexible cloud platforms.
- Adoption of integrated UC and contact center platforms.
- Growth of mobile-first and hybrid workforce tools.
- Increased demand for hybrid care operating models, including telehealth.



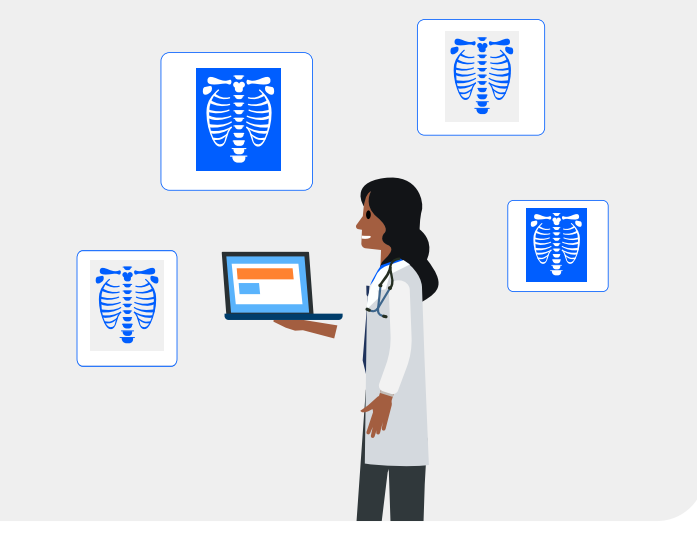
95% of HRSA-funded health centers used telehealth in 2024.²

Benefit: The right technologies enable you to support modern healthcare models while simplifying patient communications and management.

3. How can integrated communications benefit my healthcare organization?

UC platforms consolidate communication channels into a single system, giving IT teams a single pane of glass for management, oversight and consistency across channels. A unified platform can include:

- Voice calling
- Messaging and collaboration tools
- Video meetings
- Contact center capabilities
- AI-driven insights and analytics



Benefit: Integration reduces vendor complexity while creating consistent communication experiences across your healthcare organization.

80% of health systems prioritize AI in communications.³

4. Could UC improve caregiver productivity?

Advanced UC capabilities empower healthcare workers with better tools, information and collaboration. Teams benefit from:

- Real-time access to patient data, history and omnichannel communications.
- AI-powered insights, automation and seamless escalation to experts.
- Faster decision-making and cross-team collaboration.
- Easier knowledge sharing and coordination for hybrid and mobile teams.



350 The number of clinicians in the US surveyed who agree that workforce burnout is made worse by scheduling and communication failures that add unnecessary toil to their day-to-day activities.⁴

Benefit: Your healthcare team enjoys smoother workflows, stronger teamwork and greater organizational agility.

5. Do I want to deliver better patient experiences?

UC enables more connected, responsive and personalized customer interactions. Healthcare organizations can:

- Enable omnichannel engagement across voice, chat, video and digital channels.
- Reduce response times with real-time communication and routing.
- Ensure consistent communication across healthcare teams and patient touchpoints.
- Support personalized experiences with better access to customer data.



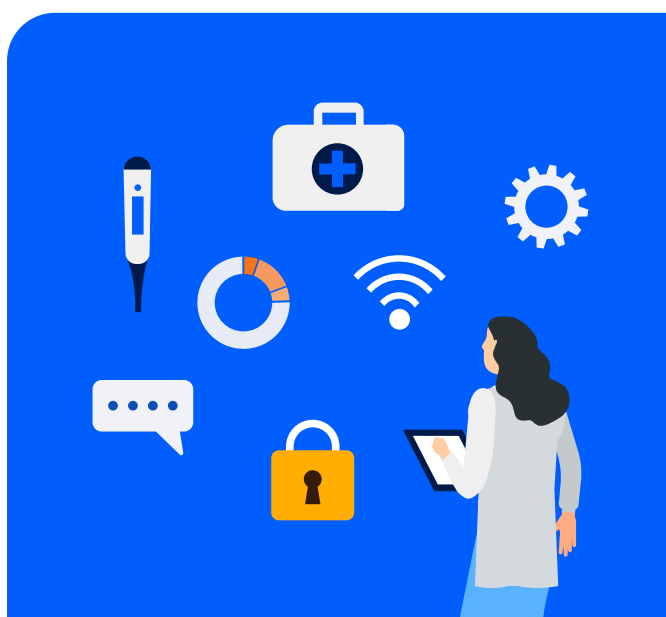
Benefit: You can create more seamless patient journeys, improve satisfaction and strengthens trust.

49% Percentage of C-suite executives rank patient experience as their organization's top strategic initiative.⁵

6. Does my network support reliable UC?

For organizations with limited IT resources or voice expertise, success depends on a strong infrastructure foundation, including:

- Reliable, high-performance connectivity.
- Secure communications environments.
- Scalable cloud-based voice platforms.
- Managed services that reduce the operational burden.



#1 Network issues are the top cause of unplanned downtime.

Benefit: With the right network modernization, you can communicate reliably, improve patient experiences and grow your business.

Modernize communications and collaboration with Spectrum Business®

Spectrum Business provides a broad portfolio designed to help organizations modernize voice and UC on a resilient network foundation. Our end-to-end service-level agreements and 100% US-based support, available 24/7, ensure accountability and peace of mind.

[Learn more](#)

1. Keir Walker and Gabe Knuth, "Unified Communications Adoption and Trends Within the Healthcare Sector," Enterprise Strategy Group, December 2025.
2. "Telehealth Trends," Telehealth.HHS.gov, site accessed June 8, 2026.
3. Ibid.
4. "PerfectServe Releases New Research on Clinician Burnout, Risks of Operational Inefficiency in Hospitals," PerfectServe, November 13, 2025.
5. "Strategic Shift: Patient Experience Now Healthcare's Top C-Suite Priority," Sage Growth, October 28, 2025.