

# CASE STUDY

## RAYMOND D. WELLS PCS

### Overview

- Remote healthcare clinics needed to have better remote access to patients
- The solution needed to connect even with poor internet access
- The system worked so well, they scaled up from four locations to 12

Raymond D. Wells PSC



Wells PSC is a private healthcare provider that delivers onsite healthcare services for employers. Through the use of onsite health clinics staffed with nurse practitioners and on-call physicians, Wells PSC meets the healthcare needs of employees and their families. Wells PSC also collaborates with regional and national health centers of excellence to obtain world-class specialty care for their patients.

Wells PSC was experiencing rapid growth within their onsite healthcare services. Currently serving more than 4,000 employees in 12 clinics across five states, the company understands that providing quality healthcare access that's easy, convenient, and cost-effective. Wells PSC's health clinics are conveniently located near patients' workplaces so that they have convenient access to healthcare services.

Nurse practitioners staff each of the clinics and manage most patient needs including prescriptions, ordering labs, and diagnosing illnesses. Occasionally, the need arises for the nurse to contact a physician for consultation. In these cases, using a video conferencing solution would be ideal. However, some of the clinics are in remote locations with limited bandwidth, which can sometimes be a challenge for video conferencing. While Wells PSC did have a video conferencing system, it was simply not working. Dropped calls, poor audio-video quality, and connection problems were all issues that plagued the current system. It wasn't reliable and as a result, it wasn't used.

### Action

Wells PSC began looking for a video conferencing solution that not only would allow for simple call connections, quality audio-video experiences and reliability, but also be able to handle varying bandwidth availability. Jonathan Shrewsbury, IT Administrator, was leading the project. Working with AT&T, Jonathan was introduced to IDS as their IP video integration partner.

To fully evaluate the program before full deployment, Jonathan and his team decided to implement a two-month proof of concept

pilot program. Four video conferencing units were installed at different locations to test the product viability between office sites. After the two-month pilot program, Jonathan was extremely satisfied with the Global Presence solution and was ready for a full deployment. "Once we saw how well the system worked, and how well it handled the variable bandwidth we experience at different locations, I knew this was the right solution for us," said Jonathan.

All 12 clinics are now equipped with a video conferencing unit, as well as two home-based units which are used by each of the consulting physicians. Wells PSC also has a unit located at a regional psychiatric clinic to assist with mental health needs. All users, including sites and mobile users, are managed, monitored and maintained through the Global Presence video managed service by IDS.

## Results

When a nurse practitioner needs to consult the on-staff physician, they can simply dial a two-digit code and video conference the physician at their home office or the hospital. The installation was seamless and the new system has been well accepted by all staff members. The new video conferencing solution has successfully eliminated all of the issues they experienced with the old video system; the video and audio are clear, the call connections are easy, and the system automatically adjusts based on the bandwidth available, eliminating dropped and choppy calls. The new solution is universally valued and accepted by the physicians and all of the nurses in the clinics.

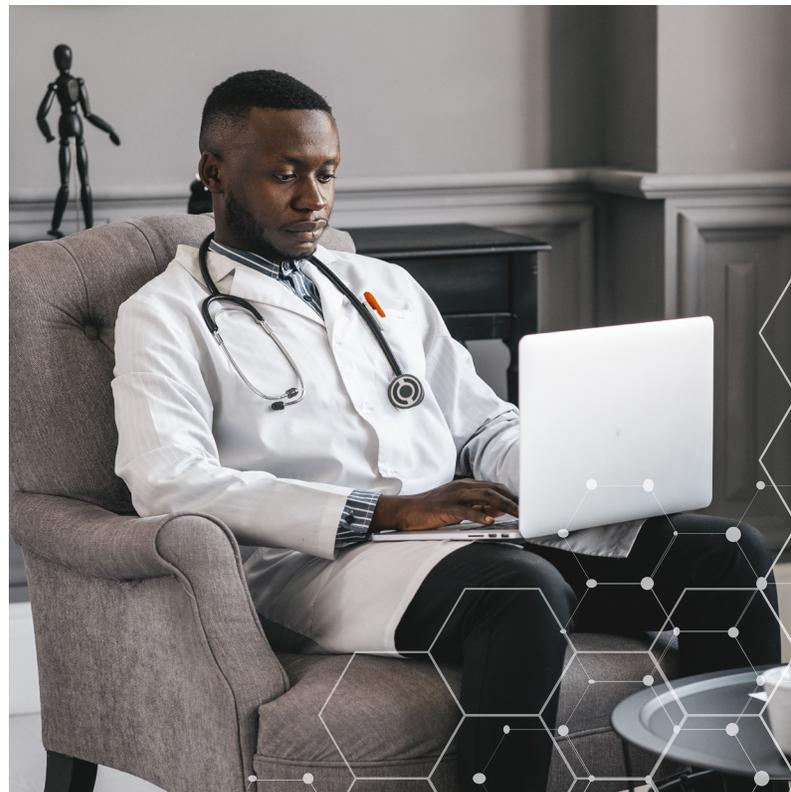
Wells PSC has even bigger plans for the future of their telehealth initiative including converting staff meetings from phone to video, hold regular staff meetings for all of the locations, implement staff training sessions and

professional conferences, and begin general daily communication between all sites. Other options to continuously improve patient care include expanding into more rural areas and implementing a mobile option for patient visits even when they are not in the clinic, which could allow patients to receive healthcare without even leaving home.

"There is really an infinite number of uses for this system; we have a lot of ideas we want to implement," said Jonathan.

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JONATHAN SHREWBURY  
IT ADMINISTRATOR



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