

# Customer Spotlight

## Increased Bandwidth Provides Telehealth Benefits to Rural Hospital

### Increased Bandwidth from ICN Provides to be a Valuable Asset for Iowa Hospital



Customer: St. Anthony Regional Hospital

Industry: Healthcare

Service: Internet

Location: Carroll, IA

Service Upgrade: 40Mb to 60Mb

Notes: ICN provided free temporary bandwidth increases for two months during COVID19. St. Anthony Regional Hospital decided to keep the increased bandwidth and is now paying for the increased service.

#### Importance of Telehealth

In March 2020, hospital and clinic services were nearly shut down in order to slow the possible spread during the COVID-19 pandemic. During that time, ICN provided free temporary bandwidth increases for two months to St. Anthony Regional Hospital.

St. Anthony Regional Hospital shares how the increased bandwidth through ICN has been a valuable asset for telehealth: clinical applications, non-clinical applications and medical staff communication.

*“The increased broadband allowed sixty or more medical providers from St. Anthony and from other hospitals and clinics throughout the region to participate in the meetings.”*

*Dr. Kyle Ulveling  
Cardiologist and Chief Medical Officer  
St. Anthony Regional Hospital*



### “ Clinical Application

#### Essential for Emotional Health

During this pandemic we have been in contact with our patients at their most vulnerable times. **Telehealth visits with their medical provider are often the only connection our mental health patients have to the outside world.** I am so grateful that we are able to provide these services even if they are non-conventional. Telehealth visits have been essential so that the emotional health of our patients does not go unnoticed. I have seen a drastic decrease in the amount of “no-shows” and am proud we have been able to provide these services in a time of uncertainty.

Deb Burnett, BSN, RN, Mental Health Director

### “ Clinical Application

#### Essential for High Risk

**Telehealth has become an essential way to provide service to our patients and keep them safe.** Many of the patients we see in the Chronic Care Center are considered high risk for becoming ill if exposed to COVID-19 and telehealth is a great way to stay in communication to prevent problems or complications from occurring.

Deb Adams - BSN, ARNP, Chronic Care Director

*“The increased bandwidth has given us an extreme amount of flexibility on the amount of people we can support with work from home options.”*

*Chad Lawson*

*Director of Information Technology*

### “ Non-Clinical Application

#### Remote Work Options

St. Anthony needed to get a large number of office staff working from home in a short period of time. **The increased bandwidth has given us an extreme amount of flexibility on the amount of people we can support with work from home options.** This has allowed many support staff who do not need to expose themselves to any risk to effectively do their job remotely.

Chad Lawson - Director of Information Technology

### “ Medical Staff Communication

#### Virtual Staff Meetings

The hospital utilized Zoom to conduct weekly medical staff meetings specific to COVID-19. **The increased broadband allowed sixty or more medical providers from St. Anthony and from other hospitals and clinics throughout the region to participate in the meetings.** Each meeting provided a format where actual case studies could be shared with all participants. They were also an opportunity for medical providers to learn about the most current treatment options for COVID-19. These meetings have been valuable and have created an environment where physicians can share knowledge work together in caring for individuals with COVID-19.

Dr. Kyle Ulveling

Cardiologist & Chief Medical Officer

