

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 mid-March, 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

