

Patient Experience Checklist

Transform patient experiences with a modern IT infrastructure

Public Sector healthcare organizations are using technology to transform patient experiences. From the frontlines of patient care to hospitals and call centers across the country, IT leaders are streamlining each patient and staff touchpoint, from routine communications to care delivery to the workloads of their IT and security teams on the backend.

Here are some steps your organization can follow to transform security, communications and your underlying network to help improve patient experience.

Overall goals

- ☐ Define your organization's goals for improving patient experience.
- ☐ Identify what technologies and frameworks can help reach those goals.
- ☐ Create a strategy to implement this technology without interrupting daily operations.
- ☐ Decide whether to pursue transformation alone or work with a managed services partner.

Security

- ☐ Implement a secure access service edge (SASE) framework to integrate software-defined wide access networking (SD-WAN) with cloud-based security.
- ☐ Determine levels of access for each user and device with the Zero Trust principle of least access, as well as security measures such as multi-factor authentication.
- ☐ Secure applications and data with a DDoS mitigation solution to minimize downtime and help protect valuable patient information.

Communications

- ☐ Migrate applications and data to a cloud environment.
- ☐ Leverage cloud capabilities to create a "single pane of glass" that enables staff and providers to easily access data and communicate with each other and patients.
- ☐ Use automation to assist patients with routine tasks such as requesting prescription refills.

Network modernization

- ☐ Assess your organization to determine the necessary network capacity to support operations for all users, both on premises and at the edge.
- ☐ Define high-priority and critical sites to ensure bandwidth capabilities and maximize network performance.
- ☐ Replace legacy network infrastructure with fiber and the cloud to help prevent outages, increase resiliency, and improve user experience.

Take action

- ☐ Develop new workflows that enable efficient and convenient operations in the new environment.
- ☐ Explore grant opportunities to fund your modernization project.

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