

American Family Care

Moving away from a legacy platform saves an urgent care facility \$30,000

American Family Care

www.afcurgentcare.com

- Founded in 1982
- The first urgent, family and primary care practice in Birmingham, Alabama
- Operates more than 200 facilities in 26 states
- Delivers the best healthcare possible in a kind and caring environment



Challenges

- Network disruptions and dropped calls prevented optimal service delivery
- Couldn't accept automated payment without human interaction
- Unreliable network couldn't support organizational growth

Solutions

- [Lumen® SD-WAN](#) optimizes performance for more secure network architecture
- [Lumen® Dedicated Internet Access](#) provides fast, efficient operations

Results

- 95% increase in patient engagement
- Dropped call rate of <2%
- More secure network environment with 99.9% uptime
- \$30,000 saved each month in operational expenses



95%

Increase in patient engagement

<2%

Dropped call rate

99.9%

Uptime

\$30,000

Saved per month

LUMEN®

Challenge

A dated network limits a growing practice

The [American Family Care \(AFC\)](#) healthcare system has grown significantly over the past 40+ years, but their aging MPLS network couldn't keep up with the pace of innovation.

AFC's IT team had to deal with a myriad of technical issues that ranged from network disruptions to aging phone systems that dropped calls.

"With rapid growth and expansion, we needed a stable environment that could scale up to meet the demands of the future without breaking the bank," says Claudius Moore, Chief Information Officer at AFC.

AFC also wanted a more secure environment with increased visibility so they could leverage more infrastructure advancements. With a goal of operating 500 locations by 2025, they needed to revamp their legacy network to scale effectively and efficiently.

Solution

SD-WAN delivers a cost-effective option, opening the door to modern tech

AFC was curious to find ways to reduce costs while improving system performance, and knew modernization was the path to delivering improved customer experience. So, they turned to Lumen Technologies.

The Lumen team suggested converting their MPLS into SD-WAN and adopting Lumen® Dedicated Internet Access (DIA). It was more cost-effective than their existing setup, and they could use the savings gained to adopt other technologies, such as Zoom Phone.

With these upgrades, AFC would improve reliability while adding new capabilities. One of these additions was accepting automated payments through a Zoom interactive agent, which would streamline the company's medical practice for billing.

"Working with Lumen has helped my team to convert from old infrastructure to a solution that could help meet our needs for stability, security and scalability," Moore says.

Company Name Solution Set

- [Lumen® SD-WAN](#)
- [Lumen® Dedicated Internet Access \(DIA\)](#)

“With Lumen, we have been able to stay ahead of emerging technologies and make sure that our business remains safe going into the future.”

— Claudius Moore
CIO, American Family Care

Results and Future Plans

High-quality healthcare at a fraction of the cost

AFC is seeing more patients than ever, yet operations are more efficient and they receive fewer patient complaints about being unable to reach AFC team members. They've seen significant operational improvements, including a 95% increase in patient engagement, a dropped call rate of less than 2% and a much more reliable network that boasts 99.9% uptime.

The company also saves \$30,000 in operating expenses per month compared to their previous network. They plan to use those savings to invest more in the company's digital transformation efforts through elements such as AI and in-depth analytics.

"As we beef up our digital transformation initiatives here at AFC, we believe that the benefits that we receive from Lumen will help our network capabilities and enable us to drive competition to the next level," Moore says.

Lumen delivers the operational efficiencies AFC requires for their caregivers to streamline administrative tasks, enhance communication, and optimize resource allocation, ultimately fostering a more effective and compassionate healthcare environment. This robust support system allows AFC to confidently open new facilities, enabling them to accommodate an ever-growing number of patients while maintaining high standards of care for all.

866-352-0291 | [lumen.com](#) | [info@lumen.com](#)

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