

Lumen delivery solutions for online healthcare platforms

Get an edge in improving the digital experience and securing patient data

Patients are increasingly turning to online interfaces for health services, generating a new set of challenges for clinics, hospitals and health departments.

As a healthcare provider, you must provide a smooth and seamless patient experience on-screen and in person. You must collect, process and reconcile data from distributed and centralized sources: patient inputs, health records, appointment availability, as well as wearables and IoMT (internet of medical things). At the same time, you must protect data from mounting threats. In 2020, healthcare ranked number one among industries for the highest average cost per data breach, coming in at a \$7.13 million.¹

Trusted by many of the country's top insurance providers, hospitals and medical facilities, Lumen is committed to helping you rise to these challenges. We combine a unique set of capabilities with over 30 years of experience helping connect patients to critical care.

Keys to success

Scale

Lumen has the proven network scale to help you grow as telehealth gains popularity. Our global CDN, combined with patent-pending adaptive edge engine technology provides targeted capacity where and when you need it. Our teams can help overcome monolithic systems to quickly and effectively handle your traffic.

Seamless patient experience

Offer a seamless appointment booking process, minimize waiting time and provide immediate key information. Lumen virtual waiting room technologies facilitate the patient journey, avoiding frustration, needless page refreshes and complaints.

Flexibility

For your teams, creating a seamless experience means being able to pinpoint issues quickly. Lumen's flexible development frameworks can help your teams adapt their applications to rapidly changing conditions.

Security

Sensitive patient data are a prime target for malicious actors. Modern security solutions for web application firewall (WAF), bot management and DDoS mitigation, designed to help meet your HIPAA compliance needs, are key to protecting health information on your website.



It [the Lumen CDN] is a scalable and cost-effective solution with a broad range of services. It ensures quick downloads and faster services. The website performance improves resulting in better user experience.”²



Portfolio Capabilities

Virtual Waiting Room

Place visitors that are over the pre-set threshold into Lumen virtual waiting room. Enhance the visitor experience while helping to prevent appointments from generating outages at popular registration times.

HTTPS/TLS

Secure your website with unlimited SSL certificate hosting and managing.

Web Application Firewall (WAF)

Protect the privacy of patients while automatically adapting to your threat environment with our intelligent WAF, bot management and API security solutions. The Lumen ecosystem approach to application security offers access to industry leading solutions (ThreatX, Wallarm) designed to help meet your HIPAA compliance needs.

DDoS Protection

Automatically detect and thwart attacks with layer 7 DDoS protection, designed to prevent bad actors from committing successful cyberattacks against vaccination and testing sites.

Content Delivery

Get fast, efficient, and hyperscale-able website capacity via the Lumen® CDN network in conjunction with Varnish Cache and Nginx. The patent-pending Adaptive Edge Engine helps ensure that capacity is where you need it, when you need it.

DevOps Focus

Make monitoring and tooling easy with Git-backed workflows and integration into your development cycles. Lumen's focus on helping developers succeed allows you to adapt to changes rapidly.

Getting started

Lumen provides tailored technology solutions adapted to the use case, online patient volume, and type of digital interface.

Contact us at edgeapplications@lumen.com for more information and to try out technologies today.



Great solution for meeting today's complex and changing content delivery needs. Scalable solution with high quality delivery and quality SLAs.”³

¹IBM Cost of a Data Breach Report 2020. July 2020.

Quotes from [Gartner Peer Insights for Lumen Content Delivery technologies](#). Reviews have been edited to account for errors and readability.

Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences and do not represent the views of Gartner or its affiliates.

² Vice President in the Communications Industry. August 2020. [Full review](#).

³ IT Professional in the Services Industry. August 2020. [Full review](#).

Why Lumen?

Lumen is committed to providing healthcare companies with scalable, secure and easy to implement technologies to rise to the challenges ahead. Trusted by many of the country's top insurance providers, hospitals and medical facilities, payers and payees, Lumen has over 30 year of experience helping the healthcare industry connect patients to the care they need.