

InterCall Case Study



Cleveland Clinic

The Cleveland Clinic is one of the world's largest and busiest non-profit healthcare centers. As one of U.S News & World Report's top three hospitals in the U.S., the Cleveland Clinic handles more than 2.8 million outpatient visits and 70,000 hospital admissions per year. Patients come from across the country and more than 80 nations to visit the 1,600 physicians on staff representing 120 specialties and subspecialties.

THE CHALLENGE

As one of the most technologically advanced hospitals in the country, the IT department at the Cleveland Clinic would frequently host videoconferences through their own bridges for patients and doctors. The hospital was one of the first hospitals to have videoconferencing capabilities and would use the technology to connect patients and families anywhere in the world. As the technology became more commonplace, the Cleveland Clinic wanted to use videoconferencing host educational seminars for nurses and doctors. There was just one problem; the bridges that the Cleveland Clinic had installed couldn't handle the 18-to-20 site video conferences required for these seminars.

THE INTERCALL SOLUTION:

The Cleveland Clinic turned to InterCall, which was able to outsource its videoconferencing rather than rely on its own bridges. The Cleveland Clinic began using InterCall's InView Videoconference which can connect more than 20 sites to one call. Doctors and nurses were able to host seminars and use their expertise to help medical students and other professionals connect around the world. And when the Cleveland Clinic needs to connect a large group quickly, InterCall was able to schedule the call and have it up and running within 15 minutes.

THE BENEFITS:

The Cleveland Clinic saw immediate results from adding InView Conferencing:

- + Employees are able to connect quickly – sometimes hosting a seminar within 15 minutes;
- + Doctors and nurses are able to host seminars or information sessions for large groups of people, sometimes connecting more than 20 sites to the conference.