

Case Study

MAMMOTH HOSPITAL UPGRADES VOICE SOLUTION, ADDS CALL CENTER FOR MULTIPLE LOCATIONS.

Mammoth Hospital is a remote critical access facility operating in the eastern Sierras with 12 satellite clinics that deliver behavioral health, family medicine, physical therapy, dental, medical imaging, and orthopedic services, along with a 24/7 emergency department. Patient scheduling had become difficult across so many locations and service lines with no shared resources, resulting in long caller delays and no system tracking. There was clearly a need for a more modern communications solution.

Global CTI visited Mammoth to observe where the chokepoints were occurring and hear from people using the system what was important to them. We also conducted a systems audit and found outdated voice circuits that were still being paid for. Our Committee presentation outlined our findings and identified issues that our solution would solve, with a very conservative ROI. We also developed an implementation plan that delivered call center functionality between all facilities and supported the hospital's 24/7 operation.

The Mammoth staff were trained on how to use the new call solution and its IT department was trained to maintain the system in-house so the hospital could operate in a more self-reliant state.



THE RESULT

Mammoth Hospital saved 20% on a WAN redesign by reducing/eliminating antiquated circuits found during the network audit. A contact center application created multiple shared resources for scheduling appointments across 12 clinics and created a call queue to place callers when agents were busy.

Mammoth Hospital later added ACTIVATE, Global CTI's emergency notification solution, and continues to utilize our managed services platform for both systems.

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