

## HEALTHCARE SOLUTIONS

# Secure, compliant communications help you focus on the patient experience

Uphold HIPAA, HITECH, ePHI, SOC and PCI compliance requirements with cloud-optimized technology from Windstream Enterprise.



Improve access to care



Transform healthcare delivery



Support care continuity



Ensure privacy and security

Enable essential compliances in today's complex healthcare landscape with our secure, reliable, cloud-based solutions.

Achieve real-time, readily available communications that will save your organization valuable time and resources.

## Cloud-based security

Protect your patients and organization against the loss of personal health data and downtime due to poor performance or infrastructure failures. Dedicated cloud connectivity alleviates public Internet reliability concerns and ensures an always-on, highly protected connection.

## Telehealth and video collaboration

Host and join video, audio and web conferences from any device to facilitate virtual calls, eliminating unnecessary in-person patient visits and staff meetings.

## Flexible Unified Communications (UC)

Provide inbound and outbound calling, chat, queuing, routing, recording and analytics with UC. Ideal for agents and administrators working remotely, while providing the same patient experience as if they were in the office.

Securely connect and collaborate anytime, anywhere, via any device to enhance patient–provider interactions and solve for modern day challenges.



## Continuous communication

### Cloud-based UCaaS/CCaaS

Full-feature call, chat and SMS text messaging and agent platforms

### Telehealth

Secure audio and video conferencing

### WINpod

Securely owned and managed cabinet for on-premises survivability and protection

### Electronic fax solution

HIPAA-compliant faxes emailed to and from any device



## IT infrastructure and support

### Network design + management

Dedicated network engineer and project manager

### SD-WAN Concierge™ with Cloud Connect

Security, resiliency, visibility and PCI compliance

### White glove professional services

CAT6 Run, WiFi AP, VoIP install, provisioning and configuration

### Secure WiFi

Private and guest wireless access on the same wireless network



## Security and compliance

### IP cameras

Location-based remote patient and visitor monitoring

### Firewall

Fully managed, carrier-grade network security solution

### Patient data privacy

HIPAA and PCI compliance support

### Private network solutions

Inherent security and flexible bandwidth options

## Reinforce compliance requirements with Windstream Enterprise's core solutions:

**Unified Communications:** Provides two-factor authentication for HIPAA, HITECH, SOC 2 and SOC 3 compliance reports upon request. Additional software encrypts voicemails and contact center recordings while at rest. Hosted in dual TierPoint data centers to provide diversity and resiliency; TierPoint holds HIPAA and HITECH certifications for those data centers and provides SOC 2 Type 2 audit reports.

**Telehealth and Video Collaboration:** Enables meeting passwords, locks out uninvited attendees and ensures AES 256-bit session encryption, as well as an option to enable encryption for third-party endpoints. Offers the ability to enable/disable features to support patient privacy and HIPAA compliance.

**SD-WAN with Managed Network Security:** Meets the conduit exception to the HIPAA Final Omnibus Rule via an overlay network to strengthen privacy and security protections for health information. Our SD-WAN is encrypted via IPSec from a customer's premises to our private core. Provisioned with virtual separation between each customer's instance to geo-diverse gateways dispersed throughout our footprint.

### About Windstream Enterprise

Windstream Enterprise collaborates with businesses across the U.S. to drive digital transformation by delivering solutions that solve today's most complex networking and communication challenges.

To learn more about secure and compliant communications solutions for healthcare, visit [windstreamenterprise.com](http://windstreamenterprise.com)

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CONNECT. TRANSFORM. ELEVATE.