

Adaptive, resilient communications for telehealth environments

Connecting patients, their families and healthcare providers to vital services through video and audio solutions.



Improve access to care



Transform healthcare delivery



Support care continuity



Enable privacy and security

Our video and audio solutions allow you to conduct sessions in real time, in any setting, saving time and precious resources—all while improving the patient, family and provider experience.

Collaborate with secure video and audio solutions

Host and join video, audio and web conferences from any device with Virtual Visit, powered by HD Meeting®. Our secure, cloud-based platform helps providers safely work from home to facilitate virtual health calls, while eliminating unnecessary in-person doctor visits.

Stay connected to your patients and employees

Enable voice calls, chat, SMS text messaging, forward numbers and reroute calls in real time with OfficeSuite UC®. Assigned softphones allow providers and administrators to make calls via a smartphone or desktop app without divulging their personal phone number.

Support agents and administrators with a flexible call center

Provide inbound and outbound calling, chat, queuing, routing, recording and analytics with an optional Contact Center service. Ideal for up to 500 agents, who can work from home with the same experience as if they were in the office.

Securely connect and collaborate at any time, at any location with any device to enhance patient–provider interaction.

Unified communications with OfficeSuite

A 100% cloud-based phone, mobility and unified communications system gives your organization flexibility and resilience, while maintaining strong security controls. Enable your staff to access phone features such as calls, chat, video conferencing and SMS text messaging from anywhere on any device via a secure, fully hosted system.

Protects patient data and prevents unauthorized access to private health information

Offers a Business Associate Agreement, upon request, to certify our part in assisting customers with achieving compliance

Runs on the network of your choice—Windstream Enterprise or another provider

Integrates with popular 3rd party applications via our standards-based API

Reduces reliance on help desk support by delivering a single pane of glass for administrators, as well as end-user feature management in our WE Connect portal

Virtual Visit, powered by OfficeSuite HD Meeting

Easily connect face-to-face with anyone, anywhere with built in security. Host and join HD video, audio and web conferences from any phone, computer or mobile device. Features can be disabled to support patient privacy and enable HIPAA compliance.

Empowers providers to preserve personal protective equipment (PPE) and reduce unnecessary exposure by remotely evaluating patients in isolation, at other facilities or even at home

Leverages full-feature licenses for healthcare providers—each receives their own private, virtual office, so sessions can be conducted simultaneously with up to 1,000 participants per session

Engages family members in bedside care plan conferences and visits with loved ones when in-person connection is not safe

Allows providers and administrators to collaborate remotely for meetings with tools such as PC or mobile screen sharing and mobile access via iOS and Android

Enables meeting passwords, locks out uninvited attendees and provides AES 256-bit session encryption

Please contact your account representative or visit windstreamenterprise.com/officesuite for details.

Gartner

Windstream recognized in the 2019-2021 Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide

Gartner® Magic Quadrant™ for Unified Communications as a Service, Worldwide, Rafael Benitez, Megan Fernandez, Daniel O'Connel, Christopher Trueman, Pankil Sheth, October, 18, 2021.

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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 OfficeSuite, visit windstreamenterprise.com

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ENTERPRISE**
CONNECT. TRANSFORM. ELEVATE.