

Apple Valley Medical Center in Minnesota — Case Study



THIS ONE-STOP SHOP FOR HEALTH CARE CHOOSES
FRONTIER AS ITS ONE-STOP SHOP FOR COMMUNICATIONS

Reader's Digest called the Apple Valley Medical Center "the wave of the future in the suburbs" when it opened its doors in 1974, just months after Apple Valley officially became a city. Four insightful physicians established objectives that set the center on a path for growth. They vowed to provide high quality, comprehensive medical care that was readily available and to create relationships based on integrity, involvement and communication.

Head to Toe and Around the Clock

Their innovative vision is still evident 40 years later, as the Apple Valley Medical Center has grown to become a unique one-stop shop for health care. Inside a single building in Apple Valley, Minn., the center offers a spectrum of services including:

- Apple Valley Medical Clinic
- 24-Hour Urgent Care
- Occupational Health Services
- Clinical Skin Therapeutics
- Sleep Center
- United Specialty Center
- United Medical Imaging Center
- Courage Kenny Sports & Physical Therapy
- Apple Valley Pharmacy

The goal is to make health care convenient and easily accessible; a wide variety of medical issues can be addressed in one place. For example, the United Specialty Center alone is staffed by more than 30 board-certified specialists providing care in allergy and asthma; ankle and foot; cardiology; colon

and rectal surgery; dermatology; ear, nose and throat; general surgery; low back and neck care; ob/gyn; ophthalmology; orthopedics; podiatry and urology.

What's more, accessibility is not limited to just 24-Hour Urgent Care. To more readily accommodate busy families, Apple Valley Medical Clinic, the family medicine clinic, offers same-day appointments and is fully staffed with physicians from 8:00 a.m. to 8:00 p.m. Monday through Friday.



Strong Connections With Frontier

The Apple Valley Medical Center became a Frontier customer in 1990 and currently uses these communications solutions: Voice PRI (T1 line), long distance, a Mitel phone system, Frontier Ethernet Solutions and Wi-Fi service in the lobby.

Derek Hensche, Manager of Patient Services and Information Hub Call Center, said, "Our Information Hub Call Center includes the appointment desk and nurse triage line. Callers can schedule an appointment, request a prescription refill or speak with a nurse."



Mitel Phone System at the Apple Valley Medical Center

Frontier recently installed the new Mitel phone system to better meet the needs of the Apple Valley Medical Center. Explained Henschel, “The previous phone system could not give us reporting on call times or trends, plus it was no longer being supported. We simply can’t afford downtime since patients need to be able to get through to make appointments. I worked with Frontier to upgrade to the Mitel phone system, which gives us all the call reporting features we want.”

He added, “Now we get reports that answer questions such as: How many total calls come in each day? How many calls are answered per employee? What are the hold times for callers? When are the high volume times during the day? This information is key, since it lets us know how to adjust our staffing. We don’t want callers to have to wait for long. Our goal at the Apple Valley Medical Center is to have wait times of no more than three minutes.”

To find out what Frontier Business Edge can do for your medical practice or hospital, visit us at frontier.com/businessedge.

Jim Krieger, Frontier Account Manager, describes another benefit to the Mitel phone system, “Its IP phones provide flexibility to be moved from place to place when there are office or personnel changes. The Apple Valley Medical Center doesn’t have to have Frontier come out for a service call to make changes; its staff can easily handle them internally.”

24/7/365



Frontier’s Fast Internet and Responsive Customer Service

Due to growth in the role of technology in health care, Frontier significantly increased the Internet speeds at the Apple Valley Medical Center in 2014. “We’re an entirely Electronic Health Records (EHR) facility, so we need a lot of speed and bandwidth,” said Henschel.

Attentive service is something patients can expect from the Apple Valley Medical Center, and it’s also what the center receives from Frontier. Henschel commented, “I can’t say enough about Steve Schneider, one of Frontier’s technicians, and the entire Frontier team. I have Steve’s cell phone number, and if I call, he’s here right away to help. He knows our building and its phone lines very well, which is a great asset to us.”


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— DEREK HENSCHEL, MANAGER OF PATIENT SERVICES AND INFORMATION HUB CALL CENTER, APPLE VALLEY MEDICAL CENTER