



# CHESAPEAKE TELEPHONE SYSTEMS

Customer experience

*"Our region is growing fast, and in order to keep up, we're using more technology. Chesapeake engineered a unified network that supports all our voice and data traffic, while giving us more tools to take care of our patients. Now our staff is better connected than ever before."*

— **Scott Intner**  
VP & General Counsel  
Health Pro International

## HEALTH PRO



### Supporting health care professionals

Health Pro is a regional physicians group headquartered in Waldorf, Maryland. Supporting multiple doctors' offices and surgical centers, the group's primary mission is to provide health services and ongoing care and treatment to patients throughout Southern Maryland. Critical administrative functions like insurance processing, billing, and information technology are centralized in Waldorf.

### Accommodating growth

Serving a rapidly growing community has provided Health Pro with great opportunity, but scaling any enterprise also introduces challenges. Looking for a flexible communications network that would grow with them, Health Pro turned to Chesapeake to design a voice network that would provide new features and functionality, and support their expanding operations over the long haul.

### Connecting multiple offices

With future expansion in mind, Chesapeake engineered a voice network of Mitel SX200 ICP/IP phone systems that connect headquarters to all of Health Pro's remote doctors' offices and surgical centers. T1s connect every site to the Internet and a Virtual Private Network (VPN) is used to connect all the locations. Inside the offices, IP phones are powered across existing network cabling to reduce upfront installation expenses.

### Improving communications

ISDN PRIs provide DID and Caller ID for more efficient call handling, and Health Pro staff can now dial each other with 4-digit extensions no matter where they are. Each office is equipped with an Automated Attendant, which manages overflow and after-hours calls. The network also enables voice mail messages to be easily shared between locations. A Call Accounting package monitors the voice traffic of each office, and provides headquarters with management reports for budgeting and ongoing cost control.

### The advantages of IP telephony

Among the other powerful applications Health Pro can now leverage is a telework module that will extend phone system features and the office network to physicians' homes using broadband Internet. This allows doctors to pick up emergency calls, access their voice messages, and communicate more easily with their office – additional advantages of a totally unified network designed to enhance patient care.

## AT-A-Glance

### Industry

- Health Care Group

### Solutions

- Mitel SX200 ICP/IP phone systems
- 100 interactive IP speaker phones
- HP ProCurve Data switches
- Power over Ethernet
- Centralized Voice processing and Auto Attendant
- Integrated Network Paging
- Call Accounting system
- Unified voice / data network
- ISDN PRIs for Voice
- Dedicated T1s for Internet Access
- VPNs for inter-office connections

### Key Benefits

- Flexible centralized or distributed answering streamlines patients' incoming calls
- 4-digit dialing between offices
- Long Distance & Local savings
- More administrative control
- Ability to grow and add new offices

CHESAPEAKE TELEPHONE SYSTEMS  
8225A CLOVERLEAF DRIVE  
MILLERSVILLE, MD 21108

(800) 787-4848 TOLL FREE  
(410) 850-4848 BALTIMORE  
(301) 621-1213 WASHINGTON, DC