



CHESAPEAKE TELEPHONE SYSTEMS

customer experience



MT. WASHINGTON PEDIATRIC HOSPITAL

“For many years, we have counted on Chesapeake for technical innovations that have improved hospital operations. With their help during our renovation, we haven’t skipped a beat delivering quality care to our patients.”

— **Sheldon J. Stein**
President and CEO

AT-A-Glance

Customer

- Children’s Healthcare Provider
- Serving low-income patients

Solutions

- Mitel 3300 IP Phone system
- 700 IP Phones
- 5 VTEL Video Systems
- 12 HP Gigabit Switches

Key Benefits

- Improved patient response
- More staff collaboration
- Easier IT administration
- Outstanding technical support
- Networked for future growth

Advancing the care of children...

Since 1922, non-profit Mt. Washington Pediatric Hospital in Baltimore has been a mainstay in providing local specialty care for the area’s most vulnerable population – children. Its facilities offer inpatient and outpatient care for those with rehabilitation and other complex medical needs. Despite the many changes in healthcare over the years and a major renovation in progress, MWPH has remained in step with the ever changing needs of children, providing healthcare services in a caring, nurturing and family-centered environment.

Building for the future

When MWPH wanted to upgrade its Mitel digital phone system and add other technology improvements as part of its renovation, it called in Chesapeake for assistance. With increasing demand for its services, the hospital wanted to ensure that its multi-disciplinary physicians could easily consult one another to ensure the highest level of patient response. To accomplish this, Chesapeake upgraded voice services to IP, implemented an industry-leading video conferencing solution, and upgraded the hospital’s network infrastructure.

Connecting doctors and staff

Chesapeake provided a Mitel 3300 IP phone system with 700 IP Phones for phased installation as each floor’s renovations were completed. A Web-based management interface made it easy for the staff to turn up and program phones. To facilitate collaboration of medical teams and staff, Chesapeake installed VTEL video conferencing systems. Three flat panel displays were installed in the board room, which can be linked together or used separately. Smaller units were installed in physicians’ conference rooms. Powerful HP ProCurve Gigabit switches now handle all the hospital’s heavy-duty voice, video and data traffic to ensure outstanding network performance.

Information on demand

With a solid IP network in place, MWPH has positioned itself for a wireless overlay and mobility. In the near future, nurses and physicians will be equipped to enter patient data on handheld devices that link wirelessly to the hospital’s information systems. This will aid accurate patient recordkeeping throughout the continuum of care. With Chesapeake as its partner, Mt. Washington Pediatric Hospital is well positioned to extend the highest level of medical care to the children it serves.

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