

Give patients the experience they deserve

Delivering excellence across the entire patient care continuum

Today's patient experience stretches beyond the walls of the hospital, clinic, lab or doctor's office. It begins before check-in, ends long after the patient has left the building and encompasses all touchpoints in between.

Comfort

Patients spend a lot of time waiting.



6.5 hours

was the high for ER boarding times during the COVID-19 pandemic.¹



4.5 days

is the average U.S. hospital stay.²

Reliable WiFi helps alleviate boredom and worry, and allows people to feel more in control of their healthcare journeys — cultivating a more comfortable, positive patient experience. With 100%, 24/7/365 U.S.-based support, nationwide reach and a package of industry-leading service-level agreements that guarantee 100% network uptime,* our network supports patients every step of their journey.

*100% uptime SLA guarantee applies only to Fiber Internet Access, Cloud Connect, Enterprise Trunking and Ethernet Services.

Convenience



90%

of U.S. adults use at least one digital health tool.³

Patients have more devices than ever, including wearables, and they expect to access their data, meet via telehealth and schedule appointments with ease. A reliable, scalable network from a trusted partner can help you meet these challenges and deliver a seamless, personalized experience at all hours, no matter where your patients are located.

Care



99%

of hospitals and physicians are more likely to refer patients to post-acute care providers that offer interoperability.⁴

Our Unified Communications platform enables fast, secure access to patient data from multiple places and devices, so your team can collaborate faster and more effectively across specialties to give patients the whole-person care they deserve.

Discover why leading healthcare organizations trust our team of HIMSS-certified experts and the speed, reliability and security of our enterprise-grade network to make a difference in the lives of patients.

Ready to elevate the patient experience?

Learn more

enterprise.spectrum.com/DigitalHealth

1. "U.S. Hospitals Under Strain as ER Wait Times Lengthen," US News, Oct. 2022.
 2. "What is the average length of stay at U.S. hospitals?," Definitive Healthcare, June 21, 2023.
 3. "Top health care trends of 2024 and how they will impact U.S. employers," Cigna Healthcare, 2023.
 4. "99% of Hospitals and Physicians More Likely to Refer Patients to Post-Acute Care Providers Who Can Support Interoperability," Brightree, Matrix Care, April 18, 2023.

About Spectrum Enterprise

Spectrum Enterprise, a part of Charter Communications, Inc., is a national provider of scalable, fiber technology solutions serving many of America's largest businesses and communications service providers. The broad Spectrum Enterprise portfolio includes [networking and managed services solutions](#), [Internet access](#), [Ethernet access and networks](#), [Voice](#) and [TV solutions](#). The Spectrum Enterprise team of experts works closely with clients to achieve greater business success by providing solutions designed to meet their evolving needs. For more information, visit enterprise.spectrum.com.