

FOR IMMEDIATE RELEASE

Spectrum Enterprise Delivers Solutions to Help Healthcare Providers Improve the Patient Experience

New research indicates that patients desire a more interactive experience in healthcare

STAMFORD, CT – February 11, 2019 – As patient expectations place new pressures on providers to evolve the patient experience, Spectrum Enterprise, a part of Charter Communications, Inc., today announced the results of a [recent research study](#) that has significant implications for care providers' investments in the technology they use to interact with patients.

The study, conducted by HIMSS Analytics, showed that patients want to be more actively involved in the management of their own health yet providers' current investments may not support the interactive experience necessary to satisfy these patient needs. Interactive technologies, like Interactive Patient Systems (IPS), provide information to the patient about their health condition, treatment options and post-discharge care instructions, delivering a level of interaction throughout the entire care process that can enhance the overall patient experience. This self-service environment also allows patients to make decisions such as ordering meals or calling the nurse and also provides access to a wide range of entertainment options including on-demand movies and streaming programming. Spectrum Enterprise is working with healthcare clients to build the digital infrastructure that is required to enable IPS applications and create a truly interactive patient experience.

"Patients have been very clear about the items that improve their experience," said Theresa Dudley, Healthcare Program Manager, Spectrum Enterprise. "The study shows that patients want to be actively involved in all aspects of their care and an investment in reliable connectivity provides the foundation required to deliver that interactive capability and optimal experience."

HIMSS19

Theresa Dudley will present key findings from the survey during the HIMSS19 conference in Orlando. Her speaking session titled "[PX: Aligning Tech Investments from the Outside In](#)" will begin at 12:45 p.m. on Tuesday, February 12, in the Innovation Live Pavilion, Booth 9000-31.

In booth #641, Spectrum Enterprise will demonstrate an interactive patient experience within a hospital room, highlighting new bedside applications and solutions available to healthcare providers as they work to elevate the in-room patient experience.

Spectrum Enterprise delivers a wide-range of solutions (Ethernet Services, Fiber Internet Access, TV for Healthcare, Voice Solutions and Managed Network Services) designed to help healthcare organizations evolve and support the digital infrastructure that transforms patient-centric healthcare. Spectrum Enterprise has a team of experienced professionals focused exclusively on the healthcare industry and has over 53,000 healthcare clients nationwide.

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, Managed Application, Cloud Infrastructure and Managed Hosting Services. Our industry-leading 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.

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