

Florida Hospital Makes the Most Out of Zoom with Video Carts & Mobile Clinics

Customer: Florida Hospital, a large not-for-profit healthcare provider serving patients throughout Florida.

Challenge: Connecting doctors located in different parts of the globe, finding a consistently reliable and effective solution for video carts to use during surgeries.

Solution: Zoom's platform, supported by data centers around the world, connects people in Europe and Asia to the US, carts outfitted with Zoom Rooms software installed in the surgery rooms and mobile clinics on wheels

Result: Significantly quicker process of checking patients out of the hospital, doctors are able to collaborate during the surgery as if they are in the same room



**FLORIDA
HOSPITAL**

Customer

Florida Hospital is one of the largest not-for-profit healthcare providers nationwide, serving many regions throughout Florida. This year is their 110th anniversary of providing health and wellness services to thousands of people.

Florida Hospital's 22 campuses offer world-class services in oncology, orthopaedics, gynecology, cardiology, rehab, and more; talented doctors and researchers; unique treatments and technologies in the region; and a one-of-a-kind surgical training facility preparing the next generation of doctors.

Statistically, Florida Hospital treats more cardiology, neurology, and vascular surgery inpatients than any other nationally-recognized hospital. Also, they treat more patients than any other hospital in the US.

Challenge

The former communications solution at Florida Hospital wasn't effective at connecting doctors located in different parts of the globe. When several users tried to join from different end points through Florida Hospital's bridge, the system would often overloaded and crash. To develop a true telehealth model, Florida Hospital needed to install video carts in the surgery rooms, so remote doctors could instantly see the patient's condition.

The team tried several major video conferencing tools to solve the problem, but none were consistently reliable and effective. "Specifically in the surgery rooms, trying to set up Polycom and Lifesize didn't work well - when doctors had an unreliable WiFi connection, the video would start clustering and dropping

packets. However, Zoom has an error correction and pushes to deliver consistent flowing video regardless," said Steven Thekan, digital services supervisor at Florida Hospital.

Solution

Originally, Florida Hospital implemented Zoom for broadcasting from operating rooms to other participants that had Cisco units or other H.323 endpoints. Zoom was a bridge that had the data centers around the world to connect people in Europe and Asia to the US, while maintaining high quality with no pixelation.

After using Zoom's H.323 Connector in the operating room, Florida Hospital's team started using Zoom for their internal communications and external meetings. In addition, they started using Zoom Rooms on a cart in the surgery rooms, which saved lots of time because instead of listening to the doctor's long introduction, the healthcare expert could instantly assess the patient's situation by looking at the screen.

Result

Zoom helps connect doctors worldwide, so they can collaborate to treat a patient as a team - all happening in real time with a reliable video connection. This significantly speeds the process of healing and checking patients out of the hospital. Additionally, Florida Hospital's management is currently working on installing carts with Zoom Rooms in their emergency rooms (ER), which will make it possible to quickly assess whether the patient needs to go to the intensive care unit (ICU) or be sent elsewhere. As a result, ER waiting times will be drastically reduced.

Mobile clinics on wheels is a new mission that Florida Hospitals is currently rolling out. Three solar trailers that can get pulled by pickup trucks will be deployed to Puerto Rico to the area that was severely devastated by hurricane Maria last year. One trailer will be an OB/GYN, one will be a primary care, and one will be a dental trailer. A mobile cart with Zoom Rooms will live in the primary care trailer for remotely connecting to the capital city San Juan.



About Zoom

Zoom is the leader in modern enterprise video communications, with an easy, reliable cloud platform for video and audio conferencing, chat, and webinars across mobile, desktop, and room systems. Zoom Rooms is the original software-based conference room solution used around the world in board, conference, huddle, and training rooms, as well as executive offices and classrooms. Founded in 2011, Zoom helps businesses and organizations bring their teams together in a frictionless environment to get more done. Zoom is a private company headquartered in San Jose, CA.