USE CASE

Implementing POTS IN A BOX® in Healthcare Facilities

Background

Healthcare facilities, such as assisted living centers and hospitals, have traditionally relied on Plain Old Telephone Service (POTS) lines for critical communications, including fax transmissions and alarm systems. With the phase-out of traditional copper POTS lines, these facilities face challenges in maintaining essential services that depend on analog connections.

Challenge

The discontinuation of POTS lines jeopardizes the reliability of vital systems in healthcare settings. Fax machines are integral for transmitting patient records securely, while alarm systems ensure patient safety through timely alerts. Transitioning to digital alternatives is complicated by regulatory compliance requirements and the need for uninterrupted service.

Solution

MIX Networks® offers the POTS IN A BOX® solution, a device that bridges existing analog equipment to modern digital communication networks. This solution enables healthcare facilities to maintain their current infrastructure while adapting to the evolving telecommunications landscape.

Implementation

1. **Assessment:** Evaluate the facility's existing analog systems, including fax machines and alarm panels, to identify those reliant on POTS lines.

2. **Deployment:** Install the POTS IN A BOX® device to interface between the analog equipment and digital communication lines, ensuring seamless connectivity.

3. **Compliance Assurance:** Verify that the implementation adheres to industry regulations, such as HIPAA, by maintaining the security and reliability of data transmissions.

4. **Training and Support:** Provide staff with training on the new system and establish ongoing support with MIX Networks® to address any operational concerns.

Benefits

- **Continuity:** Ensures uninterrupted operation of critical systems like fax and alarms during the transition from POTS lines.

- **Cost Efficiency:** Avoids the need for extensive infrastructure overhauls by integrating with existing equipment.

- **Compliance Maintenance:** Supports adherence to healthcare regulations by preserving the security and reliability of communications.

- **Scalability:** Facilitates future upgrades and integration with emerging technologies without significant additional investments.

Testimonial

Dan Crangle

Director of IT Infrastructure and Telecom at Brookdale Assisted Living, attests to the efficacy of MIX Networks®' solutions:

"MIX Networks® has been a preferred telecom vendor for Brookdale for 5+ years. They **consistently deliver** comprehensive solutions to support the unique needs of our Brookdale communities. They provide **on-site training** for our Executive Directors and Admin staff so that everyone is familiar with the new system. MIX's services and 'No Upfront Cost' program and the extended hardware warranty are **cost-effective and easy** to manage. Whether we are upgrading administrative phones or converting existing analog lines to IP, MIX provides a total service and equipment package and implements it quickly and efficiently with an **outstanding support staff**."

Conclusion

The POTS IN A BOX® solution from MIX Networks® offers healthcare facilities a reliable and compliant method to transition from outdated POTS lines to modern digital communications. This approach ensures the continued operation of essential services, safeguarding both patient care and regulatory compliance.