



## FOR IMMEDIATE RELEASE

### South Lincoln Medical Center Gets a Boost in Connectivity

*All West Communications delivers 1 Gig broadband and a best-in-class phone solution*

**KAMAS, UTAH | February 27, 2020** – All West Communications is pleased to support South Lincoln Medical Center, Kemmerer, Wyoming with a Hosted VoIP and data solution that allows for greater operational flexibility, stability, and efficiency.

South Lincoln Medical Center’s traditional premise-based phone system was outdated and due for a change. The phone system couldn’t provide them with the functionality they needed, nor could the malfunctioning phones be repaired or replaced. The Hosted VoIP solution through All West delivers leading-edge technology that can be tailored to the medical center’s growing needs. This solution also provides cost savings. There is no on-site equipment needed, save the more than 100 phones, and includes enhanced features such as hunt groups, 4-digit dialing, auto-attendant, and others. The 4-digit dialing feature was especially attractive to the medical center as they operate clinics in Evanston and Rock Springs, Wyoming as well. Low capital expenses, a generous pool of long distance, and predictable billing all help to enhance the bottom line and operational efficiencies. The value-added web portal (CommPortal) allows for a better customer experience through a customized call flow and auto attendant.

The Fiber-to-the-Premises (FTTP) data solution provides monthly cost savings, a speed increase up to 1 Gig symmetrical, and most importantly, a back-up to their current fiber service to create redundancy. This redundancy will allow operations—such as their phone system, computer systems, patient monitoring devices, security cameras, and doors—to continue functioning should an internet connection drop or be interrupted.

All West not only delivered the products and services, but personalized training and support as well. South Lincoln Medical Center received assistance porting phone numbers from their premise-based system to the Hosted VoIP system and was assigned additional blocks of phone numbers to use as they grow. All West installed and tested the phones over several weeks to ensure the system was set up to the medical center’s needs. This personalized service continues today.

“From the consultation to the set-up, staff training and system adjustments, it was a team effort.”, Matt Weller, All West Communications President, stated. “The porting process was time consuming, but the All West team was tenacious with South Lincoln Medical Center’s past providers to get the advertised numbers ported over to the new system. And the medical center’s administration was very helpful and accommodating prior to and during the install. I’m thankful for everyone’s efforts to see this project successfully executed.”

The hospital district’s CEO, Karl Sundberg, had this to say, “This new connectivity and phone system technology is just one way that South Lincoln Hospital District is transforming and modernizing to meet the needs of our community and region with healthcare services. All transitions of technology have

growing pains, and with the tenacious support of our All West partner, coupled with an excellent IT and leadership team, we successfully transitioned the entire complex system within 60 days, and are now working to optimize the system and add functionality that was previously unavailable to us. Technology infrastructure is the backbone of the future of healthcare, and this new infrastructure allows us to expand telemedicine, integrate a tele-critical care system, develop new cloud-based technology for clinical systems and drive better customer service and accessibility through our telephone system. Thank you, All West team!”

All West Communications is delighted to deliver these services to South Lincoln Medical Center and looks forward to a long partnership.

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### **About All West Communications**

Since 1912, All West Communications has provided leading-edge telecommunication services. Based in Kamas, Utah, they operate a broadband-powered network to deliver services that connect people and businesses to what matters most—across town and around the world. Their wired infrastructure and ongoing fiber investments from northeastern Utah to southwestern Wyoming provide customers with unparalleled broadband speeds, entertainment options, connectivity and service. To learn more, visit [www.allwest.com](http://www.allwest.com).

### **About South Lincoln Medical Center**

South Lincoln Medical Center, located in Kemmerer, Wyoming, has been designated a Critical Access Hospital, as defined by the Office of Rural Health Policy, part of the Health Resources & Services Administration of the U.S. Department of Health & Human Services. South Lincoln Medical Center’s mission is to deliver extraordinary compassion, innovative healthcare, and customer service to our community, our patients, and each other, close to home. For more information, visit [www.southlincolnmedical.com](http://www.southlincolnmedical.com).

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