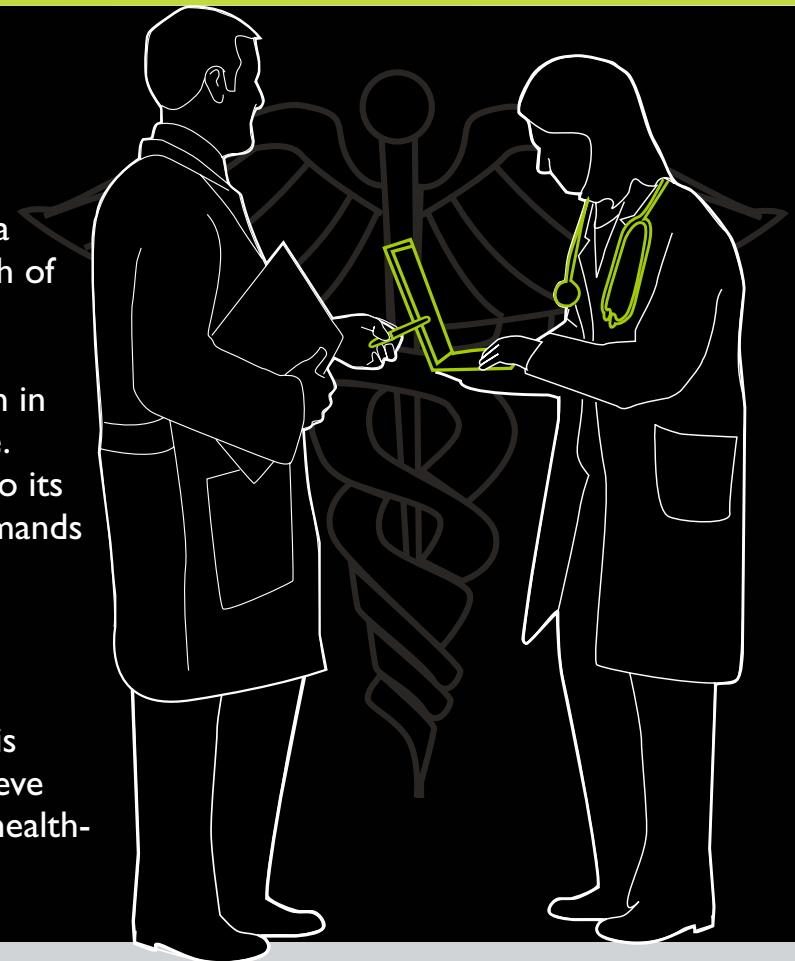


Healthcare is changing.

As part of the Obama administration's call for reforms, the new National Coordinator for Health IT, David Blumenthal, is setting the standards for a nationwide health information network that will manage \$19 billion worth of healthcare IT and infrastructure outlays.

This means that the U.S. is at the beginning of an extraordinary revolution in the application of new and existing technologies in the field of Healthcare. How each provider invests in their IT foundation is paramount not only to its success, but also to the lives that each provider serves. Furthermore, demands for improved quality care and increased satisfaction are at a record high, demanding the business of Healthcare to respond even faster and more thoroughly.

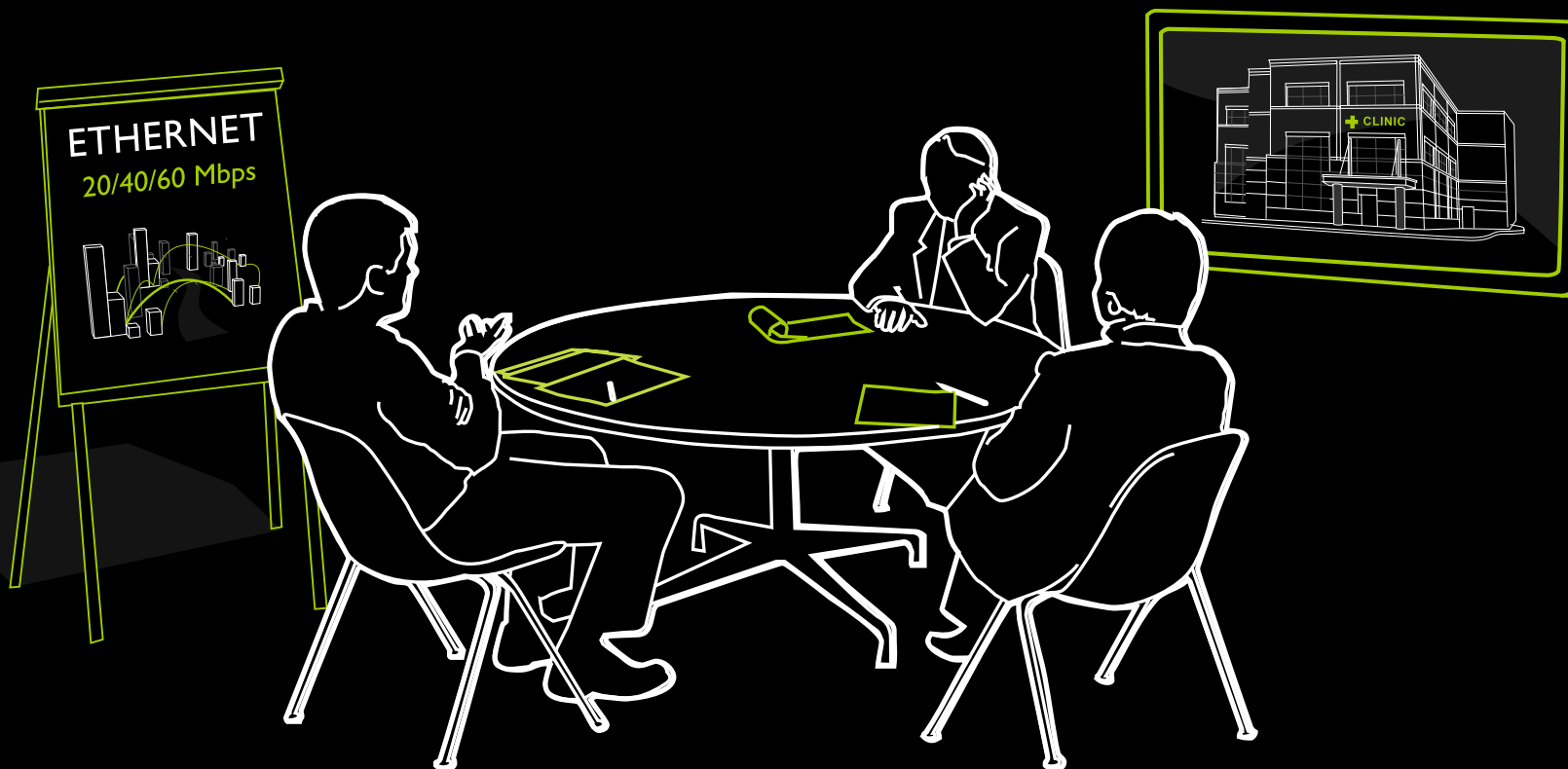
These demands will require a sophisticated IT infrastructure, and Qwest is here to help. Read on to learn more about how Qwest can help you achieve quality care and business success in the rapidly changing environment of healthcare IT.



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- 1 EASY MIGRATION TO HIGHER BANDWIDTH
- 2 QWEST SUPPORT TEAMS—YOU'RE NOT ALONE
- 3 REDUCE COSTS AND INCREASE PRODUCTIVITY
- 4 SOLUTIONS FOR SECURITY DEMANDS

Through our experience with thousands of healthcare customers, Qwest understands how healthcare IT must leverage communications in new ways that simultaneously benefit patients and manage fiscal responsibility. Qwest iQ[®] Networking Solutions such as QMOE[®] and Qwest iQ[®] Private Port provide scalable, high-bandwidth answers while helping you meet established security requirements. Qwest has vast experience in providing the solutions you need, on-budget, on-time, and with the highest grade of customer service and support.



1

EASY MIGRATION TO HIGHER BANDWIDTH

Qwest provides everything you'll need for the transition to higher bandwidth. Our acclaimed network products come with our award-winning service and experienced security teams so you get it right the first time, preventing budget-killing mistakes.

Providing Healthcare in the 21st century will increasingly depend on bandwidth. The consequences of data transfer being delayed is potentially catastrophic, not only to patients, but also to those who are trying to save them.

According to the 2008 Healthcare Information and Management Systems Society (HIMMS) Leadership Survey, CIO Final Report survey results: "High-speed networks, Intranets and wireless technologies are the most widely adopted technologies at this time." With the network as such a strong priority, installing the most reliable and least hassle-producing network is highly important for saving money, time and trouble.

1 EASY MIGRATION TO HIGHER BANDWIDTH

Maintain cost-effective, secure communications with your branch offices, mobile employees and physicians quickly and easily with these Qwest iQ® Networking products.

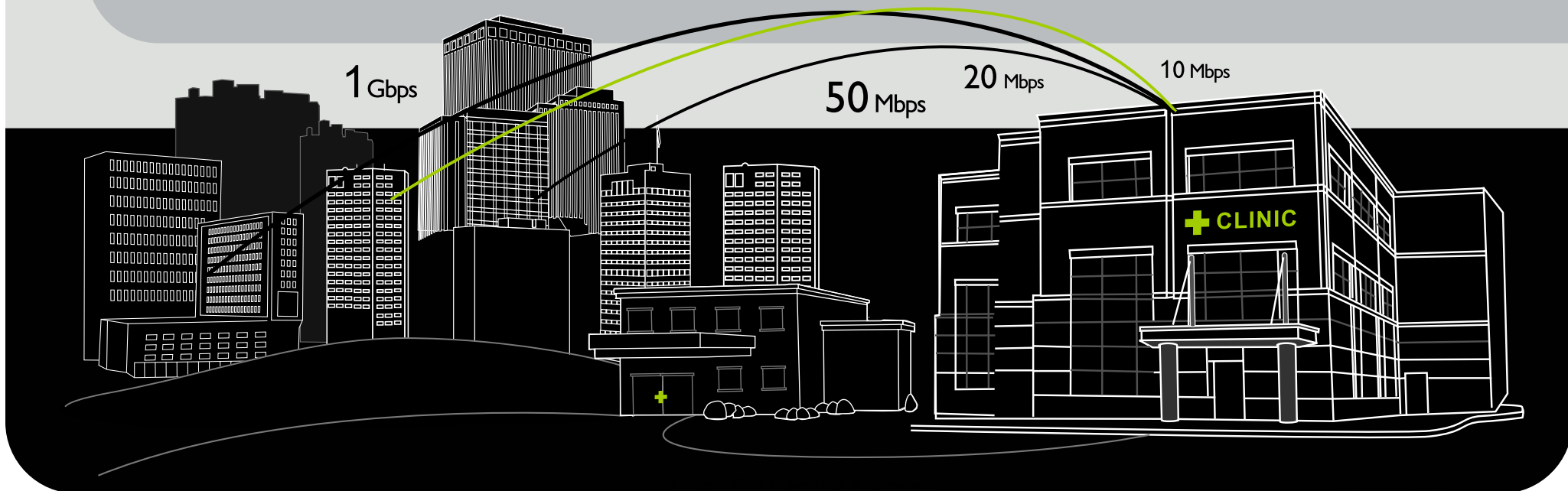
Qwest iQ® Ethernet

Ethernet provides scalable bandwidth that is flexible, cost-efficient and reliable. It is an optimal way to interconnect business campuses across a metropolitan (city-wide) footprint. By extending Ethernet beyond the campus-bound LAN out to the MAN, an enterprise's overall networking performance is significantly enhanced.

Numerous hospitals and clinics have chosen Qwest® Metro Optical Ethernet (QMOE®) over other platforms because of its ability to grow with the changing demands for bandwidth, its cost efficiency and its ability to be used over a major metropolitan footprint.

Qwest iQ® Private Port Networking

Private Port Networking allows you to have a private network on Qwest's OC-192 IP backbone that allows your bandwidth to grow with your business. These solutions offer a multi-protocol label switching (MPLS)-based platform for business customers worldwide. Qwest enterprise customers use the service as the underlying data infrastructure to connect all of their locations.



1 EASY MIGRATION TO HIGHER BANDWIDTH

CASE STUDY - The Children's Hospital

“Our major task for the project was to move our pediatric hospital from downtown Denver to Aurora. As a part of that, we also had to transition our 13 satellite offices to new connectivity to that new location. So that was really our business driver in moving forward with the project.”

“The non-financial benefits that we've really seen from a project perspective, as well as a hospital move perspective, are the ability for us to have more bandwidth at the sites, a more flexible way of implementing new sites. As far as the new bandwidth at the sites goes, we do a lot of our electronic medical record work over the QMOE® links, and because of that, we've had in the past with T1's where it was very slow and the response time was not enough for the doctors and the nurses to get medications, be able to chart, do things that are a part of their daily job. With the improvement of QMOE, I think that they're able to really work more effectively and efficiently with the electronic medical record.

Also, the QMOE links have really allowed us to look at new technologies, such as video conferencing, where a physician can be in one of our satellite locations and go through what we call 'ground rounds', which are our centralized rounds at our new facilities with all the chief of surgery, all the medical directors, so that that physician can get a hands-on look into what's going on at the central location.

All these services that we have to offer now have translated directly into patient care, and improved patient care, really. The ability for them to get with the patient sooner after they chart, or during them charting, is really important for the patient to have very quick service—quick medical service obviously, as well as customer service.”

Todd Panella
IT Manager

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1 EASY MIGRATION TO HIGHER BANDWIDTH

CASE STUDY - Medical Resources, Inc.

“The nature of my company, which is medical imaging, requires good clean bandwidth, meaning low latency and constant availability. The quality of the link provided by our previous carrier, despite implementing QoS on my end and CoS at their end, still the quality of the overall link was still unacceptable. Images are scanned and they are supposed to be made available to the doctor almost immediately so he may look at them and dictate and do reports. Well, it would take almost two hours before that would happen, and that’s just totally unacceptable to the doctor.”

“The most important [sic] is the performance of our most vital company application has increased over 200 percent; let’s say response time has gone from two hours to five minutes, and you just can’t put a price on that. My end users, especially doctors, are all happy the application is working. Because of this increase in response time and everything working faster, the result of that is actual bandwidth increases to several of my existing Qwest locations because everything’s working, so they want to generate more work.

The doctors are coming back; we are calling more patients. We’re able to do more; now I’ve got to meet the needs—plus the increase in the business has introduced an opportunity for me to investigate new technologies outside of the WAN that will benefit the company. With less time spent troubleshooting a carrier issue, I can spend more time on such projects.”

Ray Pinon
Network Manager

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1 EASY MIGRATION TO HIGHER BANDWIDTH

CASE STUDY - Vantage Oncology

“One of the things that was key for me was the ability to manage the network growth because of how our company grows by acquisition; I needed a provider that had coverage in the places that we were going to be doing business. Growth is key to our business, so I really needed to partner with a vendor that had the ability to scale with us as we scaled.”

“What we’ve experienced from Qwest is excellent network performance. You know, a lot of our business traffic is somewhat bursty in nature, and you have to control that, and with the Qwest network, because of its low latency, low packet loss, we’re able to run a smaller pipe than other vendors I’ve had to use to get the same amount of performance...”

We really have gained control on our network—plus with the ability to deploy those types of devices, we now are able to improve productivity.”

Eric Erickson
Director of Information Technologies

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Solution Video**





2

QWEST SERVICE TEAMS— YOU'RE NOT ALONE

“Respondents name vendor inability to effectively deliver products/services to the expected level as one of their top three barriers to effective IT implementation,” reports the 2008 HIMMS Leadership Survey. Qwest customers also report that a sense of partnership is a top priority when choosing a service provider to move their IT infrastructure.

Apprehension in moving to a new network and migrating sensitive data is real. The fear of accidentally losing data, increasing costs and frustrating practitioners and patients due to slow service is detailed in numerous reports. The purpose of healthcare IT is to make things easier; however, the concern of migrating there safely and without long-term problems needs to be addressed.

2 QWEST SERVICE TEAMS—YOU'RE NOT ALONE

Qwest is built on customer service. Our numerous awards are indicative of our mission to provide all Qwest customers with peace-of-mind during every step of their endeavors with us. Our experienced project management team, customer service and expert technical design and support teams will be at your side, step-by-step, to build your critical network infrastructure. Your Qwest Project Manager oversees the overall implementation including planning, development, execution and change control. This lead position serves as your main point-of-contact to ensure consistent integration of your objectives throughout the project.

Qwest Project Management adheres to Best Practices Methodology as prescribed by the National PMI standards.

Our charter emphasizes our commitment to facilitate a seamless transition from your current network to the Qwest network, ensure compliance with the terms of the contract, and maintain your complete satisfaction throughout the project life cycle. With the average project manager having 20 years of telecommunications experience and certification by the Project Management Institute (PMI), Qwest delivers the experience and expertise that produces results.



2 QWEST SERVICE TEAMS—YOU'RE NOT ALONE

With award-winning customer service, expert support and customized solutions, we strive to provide peace-of-mind every step of the way.*

YOUR TEAM

From educated sales engineers to custom design, Qwest will ensure your communications solution is built right for you.

Account Managers extend your team with end-to-end support from someone you know and who cares about your needs.

Sales Engineers provide you with expert consultation and advice from the very start for all your communications questions.

Account Consultants are your on-going personal contacts who work in tandem with the Account Manager to resolve issues, address escalations and host service reviews.

Service Managers actively identify potential service problems, manage the overall service resolution process, ensure SLA compliance and escalate service issues.

Network Technicians coordinate installation, maintenance and are always available to help solve issues.

TRANSITION & IMPLEMENTATION MANAGEMENT

Qwest can ease your transition with project and order management professionals to keep your business on track.

Order Management manages your orders and as a team, has reduced orders being held by 33% leading to decreases in provisioning time.

Project Managers are your single point-of-contact for complex projects to help transition your business to new Qwest services.

MPLS Transition Management helps offset the cost of transitioning from legacy to MPLS when both networks are in service at the same time.

Qwest's Migration Program for non-MPLS transitions, provides migration credits for qualifying services. Always check with your account team for applicability.

Network Design Center teams with you and your sales engineers, researches equipment, addresses capital funding and coordinates with project managers.

AdaptiveBuild® is an award-winning, customer-centric process that helps build custom designed networks specifically for your business based on your needs.

“Qwest has been rock solid in terms of the technology services it provides, the people, the responsiveness, the service and the overall partnership.”
- Will Wise, INTEROP Director of Sales

SERVICE SUPPORT

Experience Qwest's award winning customer service and you'll see why we're the choice of 95% of the Fortune 500.

Customer Care & Advocacy Group ensures adherence to Qwest's Spirit of Service with measurable results including 90% of issues resolved in one contact and 99% accurate billing.

Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest local network. Our team of highly trained, motivated professionals watches over the network and responds to issues.

Ticket Reporting provides several ways issues can be reported and to ensure quick response times, Qwest professionals stand ready to troubleshoot and make repairs.

QControl® is a free, secure self-service Web portal that provides access to critical tools which enables easy, safe and fast management of invoices, network configuration and statistics and trouble reporting.

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, 12 Emergency Teams and Homeland Security bulletins and updates to help prevent natural, manmade or Internet-based attacks from harming your business.

“We've built a relationship, a partnership out of it - and that's what we were looking for when we started down this path.”
- Dusty Williams, Outback Steakhouse CIO

2 QWEST SERVICE TEAMS—YOU'RE NOT ALONE

CASE STUDY - Medical Resources, Inc.

“Support is a number one key factor—more important to us than others, you might say. So the overall support offered by the previous carrier was also unacceptable.”

“So far, compared to my previous carrier, I keep saying it's just been refreshing. It's been more than satisfactory. We have had no issues at all involving orders and because of that, I've been able to focus more of my time on any pending projects. My previous carrier—you know, their manner was more like to disown the issue as soon as the opportunity surfaced; they would basically blame it on the customer or blame it on the LEC and just kind of let it go.

And it meant constantly following up with tickets and whatnot and basically almost getting into arguments with the support person at the other end, which meant taking up more of my time on things that their support should be responsible for, and all of a sudden I would run out of time and could not really focus on more important projects as much as I wanted to—as much as I should. With Qwest, that's pretty much almost dissolved.”

Ray Pinon
Network Manager

**Download Press Release
on Qwest Dedicated
Service Teams**



**See “Why Qwest”
Solution Video**



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2 QWEST SERVICE TEAMS—YOU'RE NOT ALONE

CASE STUDY - Vantage Oncology

“I really wanted to partner with a Tier 1 provider for obvious reasons—you know, coverage across the United States, a solid backbone, all those types of things so that we didn't have to worry about coverage in remote locations. And unfortunately, I've had some experience with a couple of the other tier one providers at a former company and it was really bad.”

“In a word, it's outstanding, five star, 10 out of 10—however you want to put it. It has been outstanding at all levels. Every level that I've had to engage, from the CSRs to Qwest corporate management, has just been outstanding. I just can't say enough about that aspect of dealing with Qwest.

As you're in business for a period of time, there are things that are bound to happen such as billing issues, repair issues. They have been there top to bottom; they've helped us solve internal issues that we thought were network related that actually were part of our network. A lot of vendors would've turned their nose and said 'We don't know', but they have given us some resources to help solve these particular issues. And when you start talking about billing problems, those are significant in an organization when you start to get the amount of connectivity that we get in the locations that we get, and when you have a billing issue, you want people to respond to it quickly and at the appropriate level to get credits issued or whatever has to happen with billing to get it resolved quickly—and they've done that. They've got CCIEs on staff, they've got people that know the business; they really know data, voice—whatever the solution you're looking for, they've got someone in their organization that knows how to do it or can give you some insight on what you need to do to solve a particular issue that you have.”

Eric Erickson
Director of Information Technologies

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3

REDUCE COSTS AND INCREASE PRODUCTIVITY

Time dedicated to patients is crucial for good care. By streamlining time spent on hundreds and even thousands of workflow steps per day, you may reduce resource time and costs while increasing patient satisfaction and face-time—subsequently generating more referrals to your practice or place of business.

3 REDUCE COSTS AND INCREASE PRODUCTIVITY

A Qwest high-bandwidth network enables applications to run smoothly, in real-time. The result is improved service and less operational problems, translating into less expenditure on upgrades, application “fixes” and staff down-time.

Qwest can not only help reduce operational costs. Adding other Qwest solutions such as our **Call Center** and **Security** services can add value to your network and provide a seamless system working in accordance with your overall goals.



3 REDUCE COSTS AND INCREASE PRODUCTIVITY

CASE STUDY - The Children's Hospital

“Our anticipated benefits that we’re seeing or that we want to see are things like total cost of ownership decrease—so the ability for us to have one data center in one location has been significant for us.

We’ve reduced our data center bills by 80,000 dollars a month, which has been a huge win for us in the IT team, as well as unseen benefits—like out west we have our facility that does PACS imaging, and the ability for them to do real-time imaging with the hospital so that doctors at the hospital, as well as doctors out west, can consult together on what might be a diagnosis for a child. And that’s been a huge win for us because it improves patient care, it improves the ability to, you know, provide service for the doctor.”

“Another anticipated benefit that we’re looking forward to is the reduced amount of product that we use from Qwest so that our bills are less, our total management solution is less. We’ve been able to consolidate a lot of our services into like systems as opposed to disparate systems, which is good for IT management; it allows operations to know that we have QMOE® at every location as opposed to T1s and DS3s and whatever else product that we have. But that has been a win for us on the IT side because it allows our management structure to reduce.”

Todd Panella
IT Manager

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**See [Qwest Ethernet](#)
Solution Video**



3 REDUCE COSTS AND INCREASE PRODUCTIVITY

CASE STUDY - Medical Resources, Inc.

“The PACS application used to take between an hour and a half to two hours before a person would scan an image and the image would be ready for the doctor to look at and run a report. That is down to almost five, ten minutes at most, which is shocking to most doctors, but it’s exactly what I was looking for. Because of this, the doctor can see more patients, we can scan more patients. Volume of business has increased.”

“My end users, my doctors—everybody’s happy... because of the quality of the link, there is a cost savings, and also in resources. I had to hire many third-party resources, consultants, and whatnot to help me at the remote sites only because my previous carrier was not very customer oriented I take it. That has also been reduced. And downtime is brought down so hard I’ve almost eliminated all those costs.”

Ray Pinon
Network Manager

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**See Qwest Healthcare
Solution Video**



3 REDUCE COSTS AND INCREASE PRODUCTIVITY

CASE STUDY - Vantage Oncology

“Because all of our sites (locations) are interconnected, we’re able to manage a larger network with a smaller number of IT people through remote control software, all the infrastructure pieces—managed hardware, managed switches—all the stuff that you would put in place to have a robust network, we’re able to manage that and effectively keep things running with a smaller number of IT head count.”

Eric Erickson
Director of Information Technologies

CASE STUDY - Scribe Healthcare Technologies, Inc.

“We think that from a pure financial standpoint, we’ve probably saved 30 percent on the package of services that we are getting from Qwest over our previous providers—and that’s not including all the savings that we’ll get from the telecom piece of the equation, which allows us to be able to go out and afford to bring on a second data center.”

Mark Boyce
CEO, CDT

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4

SOLUTIONS FOR SECURITY DEMANDS

With increased use of the Internet, comes increased risk. The Federal law and regulation governing privacy and security known as “HIPAA”, and other requirements are meant to face the security needs within the virtual world. Additionally, more standards are being established as the use of IT in Health-care grows.

Qwest’s security solutions help protect you from dangerous viruses, spam and other threats with state-of-the-art firewalls, disaster prevention and recovery products and on-demand audit reports. Security services from Qwest also help you to be at ease when accessing your data from any location; whether at a patient’s home or at your office.

4 SOLUTIONS FOR SECURITY DEMANDS

Qwest's Network Operations Center

Qwest's Network Operations Center is the focal point for network restoration and is an integral component of the overall Crisis Management structure. The Network Operations Center ensures that our full suite of network, data and voice services are performing optimally—24 hours a day, 7 days a week, 365 days a year. The center's staff monitors our network to rapidly identify potential issues and respond to real-time outages. Our Network Reliability & Operations Centers strive to exceed your expectations by ensuring the health and reliability of the Qwest® local network.

Qwest's Disaster Preparedness

Qwest's Disaster Preparedness includes Qwest's 14 Emergency Operations Centers, and a highly trained Crisis Management Team (CMT) that works with experts from Homeland Security. This state of the art program helps to create a secure environment; resilient to any threats due to natural, man-made or Internet-based attacks.



4 SOLUTIONS FOR SECURITY DEMANDS

CASE STUDY - Vantage Oncology

“As far as compliance, one of the key things that was one of my initiatives for this year was to take a look at the security. And right from the outset, one of the problems that we had was that we had multiple entry points into the network from all of our DIA circuits. We’ve been able to—through the deployment of MPLS, all Internet traffic is routed through one or two central locations where we have intrusion detection boxes; we have Websense, you know, Web filtering devices.”

“So we really have gained control on our network—plus with the ability to deploy those types of devices, we now are able to improve productivity, which before people were downloading iTunes; they were doing a lot of stuff in the centers that they weren’t supposed to that we didn’t have visibility to because of just the number of centers that we had. And this has really given us the ability to comply with our HIPAA requirements and effectively control who has access to what.

The MPLS network is robust enough that it will scale with us so that as we need new technology or new applications, it really fits the needs that we have for future growth.”

Eric Erickson
Director of Information Technologies

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CONCLUSION

Through providing for our thousands of healthcare customers, Qwest understands how healthcare IT must leverage communications like never before to simultaneously benefit patients and manage fiscal responsibility. Qwest iQ® Networking Solutions such as QMOE® and Qwest iQ® Private Port provide scalable, high-bandwidth answers while helping you meet established security requirements.

Qwest has vast experience in providing the solutions you need, on-budget, on-time, and with the highest grade of customer service and support. We look forward to working with you.

