



Quest Provides Community Psychiatry with Telemedicine Solution

Improving patient access to care has been one of the guiding principles of Community Psychiatry, says Dr. Mark Levine, founder and managing physician of the Northern California-based practice.

Over the last decade, Community Psychiatry's approach has proven so popular that the company has grown to include 20 private practice offices and upwards of 40 physicians.

Moreover, its commitment to accessible patient care extends beyond traditional office visits to embrace the emerging field of telemedicine.

"We got involved in telemedicine about seven years ago," recalls Dr. Mark. "We knew there was a need for our services in rural locations, and telemedicine was the obvious answer."

But the telemedicine practice, while valuable, remained frustratingly limited due to various regulatory hurdles, bandwidth limitations, and the complexity and cost of the available video technology.

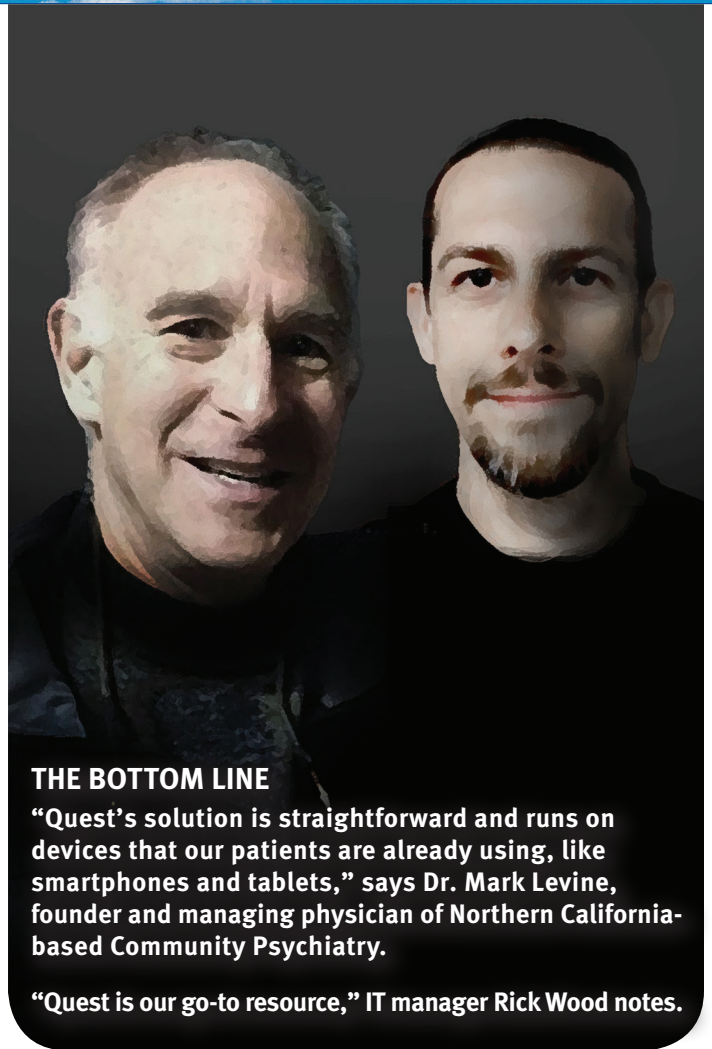
Web-based, easy to use

All that changed a few years ago when Community Psychiatry said yes to a suggestion from their technology partner, Quest, to view a demo of its Cloud HD Video Conferencing solution.

Based on Vidyos leading-edge web-based video conferencing application, Quest's solution requires no pricey upgrades, complicated bandwidth management, or dedicated appliances.

"Quest did a demo and we knew it was going to work for us," reports Dr. Mark. "Quest's solution is straightforward and runs on devices that our patients are already using, like smartphones and tablets. There's no learning curve or added cost for them. And the cost to us is very reasonable."

Seconding Dr. Mark's experience, Community Psychiatry IT manager Rick Wood notes, "You don't have to be an IT person to use this technology. The interface is very



THE BOTTOM LINE

"Quest's solution is straightforward and runs on devices that our patients are already using, like smartphones and tablets," says Dr. Mark Levine, founder and managing physician of Northern California-based Community Psychiatry.

"Quest is our go-to resource," IT manager Rick Wood notes.

IN THIS ISSUE

Quest solution brings telemedicine to Northern California

2 From Tim Burke:
Shopping for video conferencing: Where to begin? ▶

3 Profile:
Quest's Cloud HD Video Conferencing Services ▶

3 Did You Know?
Video conferencing pays off ▶

4 What's New...
Quest named to CRN Solution Provider 500 ▶

FROM TIM BURKE...

Shopping for Video Conferencing: Where to Begin?

Not long ago, there were few options for organizations interested in a quality video conferencing experience.

Happily for today's shopper, implementation choices range from free(ish) web-based options to dedicated conference room systems to managed cloud-based services.

So where — or how — to begin?

Some people start with a budget figure, but that can be a pitfall. Most video conferencing projects fail because the user experience is poor. If no one uses it, then no matter what you've paid, you've paid too much.

Our advice to clients has always been to start by asking what you're trying to accomplish.

Do you simply want to provide a service for internal business meetings? Or do you have more exacting requirements? Healthcare, for example, will have very different audio and video quality needs than the average business user requires.

And beware of buying a technology instead of a capability. Make sure the options you choose will deliver the video conferencing experience you expect.

Before you sign a contract, ask what your organization, not just the technology and its provider, must do to make that expected experience happen.

The answer will tell you a lot about what you need — and don't need — to spend your money on. And if you still have questions or concerns, seek advice from a reliable technology partner.



CHECK OUT MORE OF TIM'S THINKING AT www.questsys.com/CEOBlog/

TELEMEDICINE IN NORTHERN CALIFORNIA (Cont. from p. 1)

simple. The plug-in is right there on the web page and installs easily — similar to doing an online seminar or webinar. And because it's web-based, you don't need a public IP address."

"The solution Quest developed for us has been ideal," adds Dr. Mark, "and we've experienced a significant expansion of our telemedicine practice."

Quest is a go-to resource

While the telemedicine solution might be the attention getter, Quest's relationship with Community Psychiatry is far-ranging.

“The solution Quest developed for us has been ideal, and we’ve experienced a significant expansion of our telemedicine practice.”

Over the years, Quest has lent a hand with everything from Community Psychiatry's Microsoft Exchange environment, networking issues, and VMware requirements to virtualization backups and replication.

"Quest is our go-to resource when we need any additional expertise," says Rick, who worked with Quest at his previous firm. "We typically utilize their engineering group, and I can happily report every engineer they have sent us has been extremely competent. Quest folks are good."

Community Psychiatry is also using Quest for its hardware purchases.

"When I arrived, we were buying all of our equipment from the same large hardware vendor — they really had their hooks in deep. I knew from past experience that we could get better deals with Quest, so I made the change," Rick says.

Trust matters

For Rick, choosing a technology partner comes down to trust. "Would I recommend Quest? Absolutely. I have confidence in the people I work with at Quest," he says. "My account manager, Steve Hill, is a straight shooter. He's up front and honest — no surprises. When we're considering a project or a hardware purchase, he lets me know ahead of time what to expect. I appreciate that."

Rick and Dr. Mark agree: Quest is part of Community Psychiatry's technology future. In fact, a pilot program to determine the feasibility of a virtual waiting room is already underway.

Quest's Cloud HD Video Conferencing Services: No More Hassles for Meeting F2F in HD Real Time

No matter where people are working, consuming, or playing, they rely on mobile devices to benefit from many new kinds of capabilities. Such as meeting face-to-face with others anytime, anywhere. In HD.

Cloud HD Video Conferencing, which uses widely available IP, 4G, and satellite channels, reliably brings multiple people in multiple places face-to-face in real-time HD.

For years this kind of video conferencing was a high-cost, high-hassle technological tangle of expensive platforms and conflicting standards. But no longer.

Have device, can meet & greet

Now Quest's Cloud HD Video Conferencing services slice away both

the cost and technical complexity of powering real-time, face-to-face meetings between people anywhere.

All anyone needs:

- Virtually any Internet-enabled personal device (e.g., smartphone, tablet, laptop, PC)
- A camera
- A microphone

Quest's point-and-click web-based Video Conferencing interface is so intuitive and easy to use that it's self-service.

With Quest's Cloud Video Conferencing portal software, each user can set personal preferences, host and record meetings, access a public directory, and create groups and speed dial lists.

Our HD Video Conferencing services use the latest SVC (Scalable Video

Coding) standard running on a highly reliable network of multiple videoconferencing routers that provides jitter-free image and voice quality with breakthrough low latency — so you never need dedicated bandwidth.

A low-cost, dynamic future

Because Quest's service is cloud-based, you face no capital investment costs, only a monthly fee—and it's easy to dynamically scale our customizable services up or down to adapt them to your evolving requirements.

There's never been an easier or more affordable way to extend the power of your presence to make the most of today's ever-changing opportunities.

DID-YOU-KNOW?

By the Numbers: Video Conferencing Pays Off

A variety of research points in just one direction: Video conferencing is already changing how we all do business:

Who's using and how often:

- › 76% of decision-makers use video conferencing at work¹
- › 56% participate in a video call at least once a week¹
- › 25% use video conferencing daily²

Taking it mobile:

- › Frequent use of mobile devices for video conferencing — 45%³
- › Use of video frequently and from anywhere by “digital natives” (those 25 years old and younger) — 35%³

The benefits according to users:

- › Increased efficiency and productivity — 94%¹
- › Greater impact of discussions — 88%¹
- › Expedited decision-making — 87%¹

- › Reduced travel — 87%¹
- › Savings from video conferencing are directly linked to making faster business decisions and improving employee work/life balance — 80%+³

The impact:

- › 75% say video conferencing will replace conference calls as the preferred method of business communication⁴
- › 71% say they use video conferencing the most for meeting customers and partners²

¹ <http://searchunifiedcommunications.techtarget.com/feature/Benefits-of-video-conferencing-include-less-travel-but-its-not-No-1>
² <http://www.amcom.com.au/news-media/article/94-suggest-video-delivers-productivity-improvements-are-you-benefiting>
³ <http://www.eweek.com/small-business/video-conferencing-still-underused-by-businesses.html>
⁴ <http://info.sound-connect.com/blog/7-reasons-your-business-needs-video-conferencing>

What's New...

Quest Named to CRN Solution Provider 500

Quest is ranked #122 on CRN's list of North America's top 500 technology integrators



After winning a series of awards and top rankings from The Channel Company, which publishes CRN, Quest has now been ranked #122 on the 2015 CRN Solution Provider 500.

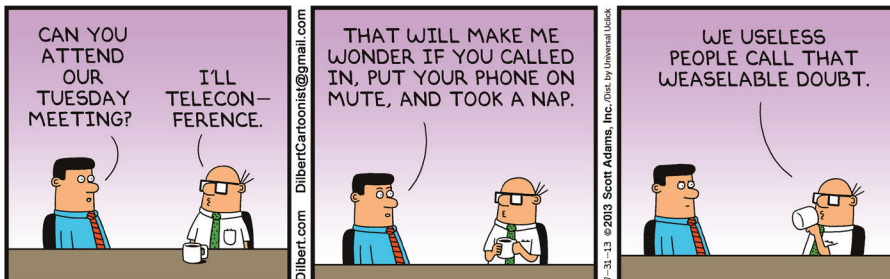
This annual listing spans eight categories and recognizes the top revenue-generating technology integrators, managed service providers, and IT consultants in North America. Solution providers are ranked based on revenue as determined by product and services sales during 2014.

Earlier this year, Quest was named to CRN's 2015 Managed Service Provider 500 list as well as to CRN's Tech Elite 250 and its Fast Growth 150. These three awards resulted in Quest's acknowledgement as a CRN 2015 Triple Crown Award winner.

Quest's inclusion on CRN's 2015 Solution Provider 500 list, noted CEO of The Channel Company Robert Faletta, puts it among forward-thinking organizations that "are truly dedicated to the needs of customers today."

When Quest CEO Tim Burke congratulated Quest employees and associates on their achievement, he said, "As a trusted technology management company for the last thirty years, our objective has always been to deliver successful solutions and services — both on-site and from our secure global network of Service Delivery Centers — and it just never gets old to see our efforts acknowledged and appreciated.

"It's also especially gratifying to find ourselves in the top half of this elite, well-respected Solution Provider 500 list, where we've been ranked for nearly twenty years."



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QUEST ASSESSMENTS

For a listing of all Quest Assessments, go to: <http://www.questsys.com/assessment-services.aspx>

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<http://www.questsys.com/disaster-recovery-services/disaster-recovery-workshop-video.aspx>

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Shape Your Own Cloud
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Quest | STRATEGIC ADVISOR

Publisher: Tim Burke

Editor: Barbara Klide

Contact the editor at: barbara_klide@questsys.com