

Cantabrian Health Service

Large-scale video conferencing healthcare with Rainbow, the cloud communication platform

“The videoconference teleconsultation system will serve 5000 health professionals - from hospitals, health centers and medical inspection - who can manage consultations efficiently and optimize delivery of patient care.”

Santiago García Blanco, CIO Healthcare, Cantabria Autonomous Government, Spain

The Cantabrian Health Service is part of the Spanish National Health System serving Cantabria (Spain). The agency is responsible for the public provision of the health services, both healthcare and preventive and rehabilitation. It serves a population of more than 580,000 inhabitants in an area of 5,329 km².

In preparation of the 2020 global health crisis, Cantabrian Health Services investigated how technology could help maintain patient care with a focus on remote telehealth. Alcatel-Lucent Rainbow™ was the solution.

CHALLENGES

The Cantabrian Health Service wanted to ensure they were prepared to continue delivering care for patients even under the threat of the arrival of the global pandemic. They determined it would require an investment in the ability to host immediate consultation from a distance, to any patient. The technology solution needed to be deployed immediately and therefore would need to be cloud-based. It also needed a doctor-patient connection that would establish a close relationship, possible through videoconferencing, and that the system would be reliable, secure and very easy to use.

ACTION

Alcatel-Lucent Enterprise has a solid reputation with the Servicio Cántabro de Salud. In addition to having provided existing communications and network infrastructure solutions, Alcatel-Lucent Enterprise developed a proof of concept with input from the customer to utilize Rainbow's capabilities for healthcare. Vitesia and Ambar are the Alcatel-Lucent Enterprise partners in the development and deployment of the solution.

PRODUCTS AND SOLUTIONS

[Alcatel-Lucent Rainbow™](#)

RESULTS

Technical Benefits

- Communication as a service delivers comprehensive network administration
- Complies with data security requirements
- Scalable as needed

Financial Benefits

- IT team of Cantabrian Health System have immediate access to data via management systems to streamline day-to-day activities
- Reduces operational costs and maintenance

User Experience Benefits

- **SCSalud app** connects citizens and uses Rainbow to deliver live video consultation with doctor
- Patients use mobile phone with simple and intuitive interface
- The doctor sees the patient medical history, providing consistent care
- Both find the benefit in cutting unnecessary travel for appointments

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Customer Story

MARKET: HEALTHCARE

DEAL IMPLEMENTED: APRIL 2020

COUNTRY: SPAIN

NUMBER OF USERS: 580,000

COMPANY:

SERVICIO CÁNTABRO DE SALUD
(Cantabrian Health Service)