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NEW STORY of DAISY MANAGED SD-WAN

**DAISY CORPORATE SERVICES**



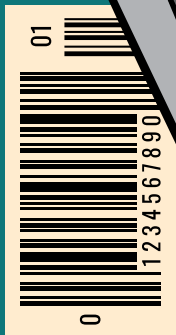
daisy.

CORPORATE SERVICES

★★★★★ 226

# DAISY SD-WAN

AND THE CASE OF THE  
REDEPLOYED  
DOCTORS



**SPECIAL  
EDITION**



**DAISY  
SD-WAN**  
AND THE  
CASE OF THE REDEPLOYED DOCTORS

A HOSPITAL TRUST WHICH OPERATES FROM THREE MAIN SITES FINDS ITSELF TASKED WITH THE SAFE REDEPLOYMENT OF SOME OF ITS SECONDARY CARE MEDICAL WORKFORCE DURING A PERIOD OF PROLONGED MAJOR INCIDENT. CONTENDING WITH THE NEED TO LIMIT THE NUMBER OF STAFF AND PATIENTS IN CLINICAL LOCATIONS, AS WELL AS ENSURING SITES REMAIN WELL-STAFFED, THE SPEED, STABILITY AND SECURITY REQUIRED OF ITS IT INFRASTRUCTURE BECOMES ALL THE MORE CRITICAL...

MEETING OF HOSPITAL TRUST EXECUTIVE BOARD, EARLY 2020

THIS SITUATION IS DEVELOPING EVERY DAY AND SO THE UPDATES TO THE OFFICIAL GUIDANCE THIS MORNING ADVISE LOCAL DISCRETION IN DECIDING WHICH MEASURES NEED TO BE ENACTED AND WHAT THE TIMING IS OF THEIR IMPLEMENTATION. FOR OUR AREA AND THREE SITES WE'VE LOOKED AT THE STAFF SKILL MIX, STAFF AVAILABILITY, SERVICES AVAILABLE ON SITE AND PATIENT POPULATION AND WILL BE LOOKING AT IMPLEMENTING THE FOLLOWING...



### Radiology Department

- ✓ ST1, ST2 and non-training grade radiologists redeployed to support priority services at main hospital
- ✓ ST3+ registrars to deliver services from community hospital sites
- ✓ Switch to remote reporting

HOSPITAL

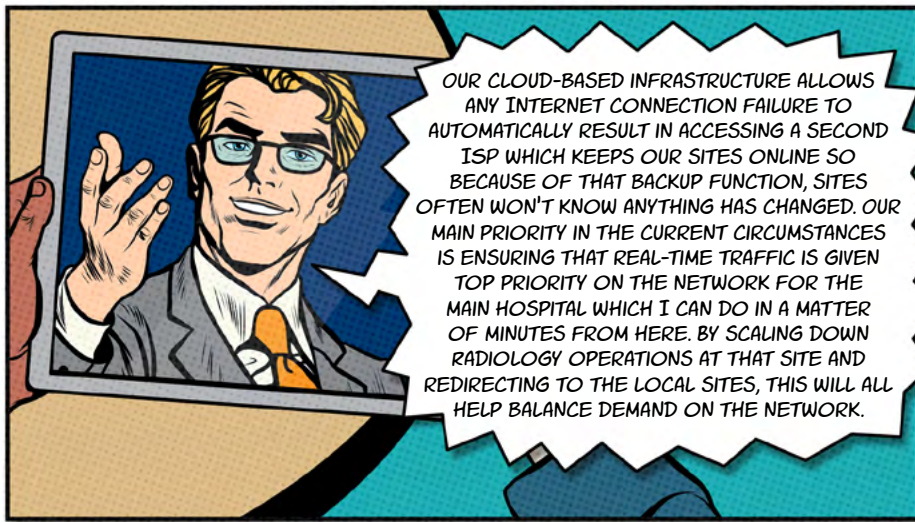
IF RADIOLOGY SERVICES WON'T BE OPERATING FROM THE MAIN HOSPITAL SITE FOR THE FORESEEABLE FUTURE, WHAT DOES THAT MEAN IN TERMS OF QUALITY OF CARE FOR PATIENTS?

OUR MAIN HOSPITAL IS ALMOST CENTRAL BETWEEN OUR TWO COMMUNITY HOSPITALS, SO WE AREN'T ASKING PATIENTS TO TRAVEL FAR. X-RAYS, ULTRASOUND AND MAMMOGRAPHY CAN BE DONE AT ONE SITE, CT/MR/FLUOROSCOPY/NUCLEAR MEDICINE CAN BE DONE AT THE OTHER. THIS STILL GIVES US THE ABILITY TO RUN THIS SERVICE EFFICIENTLY WHILST MITIGATING NON-URGENT VISITS TO THE MAIN SITE SO WE CAN PROTECT THE STAFF AND PATIENTS THERE.

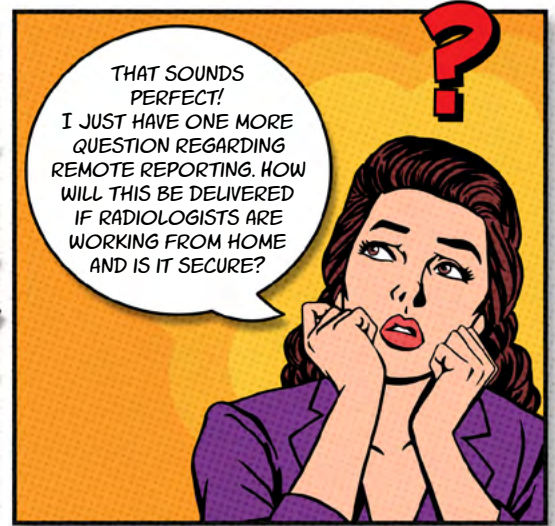
WE EXPERIENCED MAJOR BANDWIDTH ISSUES LAST SPRING; RADIOLOGY NEEDS SOME PRETTY HEAVY-DUTY IT, ARE WE SURE WE HAVE THE CAPACITY TO AVOID MORE DOWNTIME INCIDENTS?

THANKFULLY WE HAVEN'T EXPERIENCED ANY SUCH ISSUES SINCE DAISY CORPORATE SERVICES DEPLOYED CISCO MERAKI SD-WAN LAST YEAR. BUT, THIS ISN'T MY AREA OF EXPERTISE SO I'VE ASKED OUR IT DIRECTOR TO JOIN THIS MEETING VIA TEAMS WHO WILL EXPLAIN MORE...

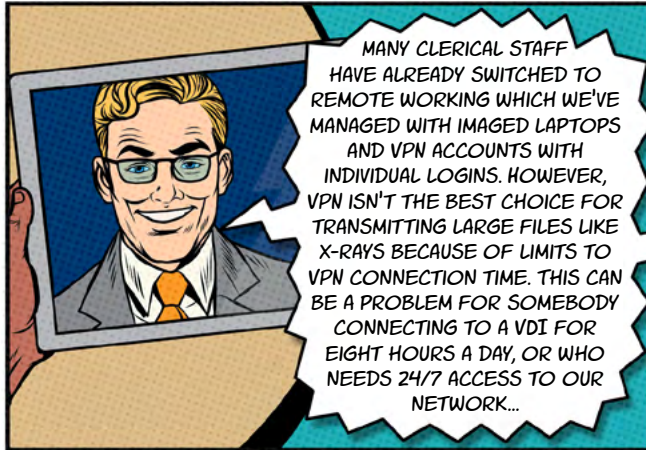




OUR CLOUD-BASED INFRASTRUCTURE ALLOWS ANY INTERNET CONNECTION FAILURE TO AUTOMATICALLY RESULT IN ACCESSING A SECOND ISP WHICH KEEPS OUR SITES ONLINE SO BECAUSE OF THAT BACKUP FUNCTION, SITES OFTEN WON'T KNOW ANYTHING HAS CHANGED. OUR MAIN PRIORITY IN THE CURRENT CIRCUMSTANCES IS ENSURING THAT REAL-TIME TRAFFIC IS GIVEN TOP PRIORITY ON THE NETWORK FOR THE MAIN HOSPITAL WHICH I CAN DO IN A MATTER OF MINUTES FROM HERE. BY SCALING DOWN RADIOLOGY OPERATIONS AT THAT SITE AND REDIRECTING TO THE LOCAL SITES, THIS WILL ALL HELP BALANCE DEMAND ON THE NETWORK.



THAT SOUNDS PERFECT! I JUST HAVE ONE MORE QUESTION REGARDING REMOTE REPORTING. HOW WILL THIS BE DELIVERED IF RADIOLOGISTS ARE WORKING FROM HOME AND IS IT SECURE?



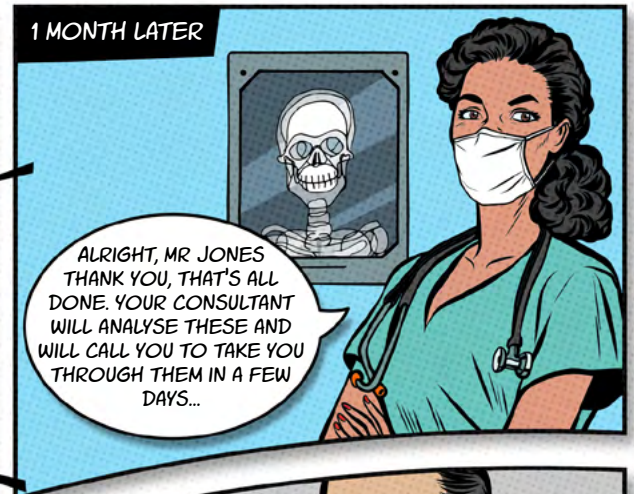
MANY CLERICAL STAFF HAVE ALREADY SWITCHED TO REMOTE WORKING WHICH WE'VE MANAGED WITH IMAGED LAPTOPS AND VPN ACCOUNTS WITH INDIVIDUAL LOGINS. HOWEVER, VPN ISN'T THE BEST CHOICE FOR TRANSMITTING LARGE FILES LIKE X-RAYS BECAUSE OF LIMITS TO VPN CONNECTION TIME. THIS CAN BE A PROBLEM FOR SOMEBODY CONNECTING TO A VDI FOR EIGHT HOURS A DAY, OR WHO NEEDS 24/7 ACCESS TO OUR NETWORK...



SO WE'VE GONE BACK TO OUR ACCOUNT MANAGER AT DAISY AND THEY'RE GOING TO WORK WITH OUR IT TEAM TO SET UP AND DELIVER PLUG AND PLAY ROUTERS TO OUR RADIOLOGISTS AND OTHER SPECIALISTS WHO'LL BE SWITCHING TO HOMEWORKING AS THE WEEKS GO ON. THIS IS THE BEST SOLUTION FOR SENDING AND ACCESSING LARGE FILES.



**N**OT LONG AFTER...



1 MONTH LATER

ALRIGHT, MR JONES THANK YOU, THAT'S ALL DONE. YOUR CONSULTANT WILL ANALYSE THESE AND WILL CALL YOU TO TAKE YOU THROUGH THEM IN A FEW DAYS...



THAT'S RIGHT MR WHITAKER, WE'LL GET YOU BOOKED IN AND SORTED AND IF YOU'RE WORRIED IN THE MEANTIME JUST CALL YOUR GP.

WELL, THAT'S GOOD NEWS, DOCTOR. SO I'LL JUST WAIT FOR A LETTER WITH A PROCEDURE DATE ON IT AND I CAN GO AND GET MY PRESCRIPTION AS NORMAL?





IT'S NEVER TOO LATE TO IMPLEMENT SD-WAN. WHETHER YOU NEED TO SET UP POP-UP CLINICS OR RELOCATE SOME OF YOUR KEY SERVICES, VIRTUALISE APPLICATIONS OR CREATE EASIER ACCESS TO MEDICAL RECORDS, OR WANT TO OFFER VIRTUAL SPECIALIST CONSULTATION AND ENABLE REMOTE WORKING AND REPORTING, DO IT ALL WITH DAISY SD-WAN.

Visit:

**[DCS.TECH/SD-WAN-ROADMAP](https://dcs.tech/sd-wan-roadmap)**

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