

When it comes to healthcare partners serving patients, Kelley Connect's job is to play part time weather anchor—we look at patterns and do some IT forecasting based on our knowledge, insight, and experience. This ensures the IT works when it's supposed to so providers and patients aren't left in the dark.

In the case of Women's Health Center of Southern Oregon, any secure connectivity issues due to system-related barriers would, at best, distract from their mission: Providing comprehensive, compassionate care that helps each woman achieve her best self.

A few years back, this medium-sized but growing OB/GYN clinic faced the exciting yet not-always-fun task of building,

and moving into, a new facility. Ms. Redfern knew the timing was right to redesign all things IT, from hardware and server infrastructure to tech support and robust phone and security platforms, in the interest of serving patients both faster and more consistently. It was a task beyond the reach of their pre-existing, two-person IT provider.

"We're not large enough for internal IT, but with our growth we needed more range than two people could provide," said Ms. Redfern.

Enter Kelley Connect. With the comfort, health and safety of their patients on the line, we knew our role was to deliver a post-move IT world where everything from networking and wireless to hardware and cybersecurity met the needs of



**"Proactive conversations are super important. Kelley Connect's ability to stay one step ahead of our IT needs, and know what might go wrong before it goes wrong, that's a key component of our partnership."**

Lisa Redfern, Executive Director,  
Women's Health Center of Southern Oregon

providers and staff, and kept on humming, so they could focus on what mattered most: Providing care.

"Operations is so important, we have people running around with tablets, so we have to count on Kelley Connect for both router and device selection," Ms. Redfern said. "We needed the latest and greatest, and they delivered, and keep up on it."

Today, Women's Health Center of Southern Oregon is settled into its new facility. Their efforts also earned the prestigious Safety Certification in Outpatient Practice Excellence (SCOPE) award – one of only two OB/GYN practices with SCOPE awards in the state. But there's more work to be done.

"One of the other things that I appreciate is we get together with Kelley Connect to write a roadmap for what's to come.

In IT, you never go a year without needing to replace, refresh, or upgrade," said Ms. Redfern.

When it comes to secure connectivity and cybersecurity in IT, we can't predict the future. But Kelley Connect can build and maintain an infrastructure where every stakeholder can perceive, understand, navigate, and interact successfully. That allows us to have those proactive conversations about what the next best move is to deliver on the promise of bettering patients' lives.

"We're physician-owned," said Ms. Redfern. "It's nice to be able to go to shareholders and say, 'this is what next year looks like to upgrade our routers, etc.' And say, 'this is what to expect.'"

That's one of the things we are all about. Making sure our partners have a manageable and predictable plan for IT, so we they can focus on the health and wellness of those they serve.

[Learn more](#) about how Kelley Connect can support your IT Services.