Mental Health Center of Denver Supports 800% Increase in Telehealth Services During the Pandemic with Comcast Business

During a quick transition to remote work and video telehealth sessions, Comcast Business's broadband allowed the center to continue to deliver high-quality mental health care to patients

DENVER, CO – November 30, 2020 – Comcast Business today announced that the Mental Health Center of Denver has selected Comcast Business solutions for broadband connectivity at 35 locations across the city, providing critical redundancy for multiple residential and walk-in facilities and supporting a widespread shift to telehealth services during the COVID-19 pandemic.

The Mental Health Center of Denver offers a variety of mental health services for people of all ages in facilities spread across Denver. Its largest facility – an outpatient treatment center for adults – serves up to 1,200 patients per day. Its primary internet provider met the Mental Health Center of Denver's connectivity needs in normal times, but the COVID-19 pandemic created new challenges: All outpatient services transitioned immediately to telemedicine at the same time that the workforce began telecommuting. Residential facilities that, pre-COVID-19, only needed bandwidth for one or two staff computers and TV streaming now needed to support multiple concurrent video sessions, as telehealth appointments jumped from five to 4,000 each week.

The Mental Health Center of Denver had installed Comcast Business' Ethernet Dedicated Internet and Business Internet a year ago, but having highly available Internet proved to be even more of a requirement for delivering the Mental Health Center of Denver's services once the pandemic hit. To deliver reliable services to its patients, the Mental Health Center of Denver needed to support high-bandwidth video sessions and circuit redundancy in larger facilities to ensure uptime. Thanks to Comcast Business' products, the Mental Health Center of Denver's medical professionals have been able to continue to treat patients through telehealth — including sessions done via new kiosks in the Mental Health Center of Denver facilities, for patients without home Internet.

"Comcast delivered a cost effective price and the widest array of services for both large and small facilities, as well as the high availability and bandwidth we needed during a massive shift to telehealth that changed the way we do business," said Wesley Williams, Vice President and Chief Information Officer at the Mental Health Center of Denver. "We're anticipating some services will return to in-person, and some will continue to be delivered via the internet. One in five Americans has a behavioral health disorder, and 60% of those never receive treatment; telehealth may be the key to extending our reach and seeing more people. We're looking forward to the Comcast Business team's support to help us close this gap."

Comcast Business now serves as the main internet connection in the Mental Health Center of Denver's smaller facilities, and provides redundancy in larger buildings for critical systems, keeping all services functioning smoothly.

"Modern medical facilities like the Mental Health Center of Denver require fast, flexible and reliable network connectivity to access health data when treatment teams need it," said Robert Thompson, vice president of Comcast Business for the company's Mountain West Region. "Comcast Business was proud to help the Mental Health Center of Denver team quickly get the network up and running, so staff could continue to provide the highest quality care to outpatients and residents."

For more information, please visit https://business.comcast.com/denver.

About Comcast Business
Comcast Business offers Ethernet, Internet, Wi-Fi, Voice, TV and Managed Enterprise Solutions to help organizations of all sizes transform their business. Powered by an advanced network, and backed by 24/7 customer support, Comcast Business is one of the largest contributors to the growth of Comcast Cable. Comcast Business is the nation's largest cable provider to small and mid-size businesses and has emerged as a force in the Enterprise market; recognized over the last two years by leading industry associations as one of the fastest growing providers of Ethernet services.

For more information, call 866-429-3085. Follow on Twitter @Comcast Business and on other social media networks at http://business.comcast.com/social.

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