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WCHS Transitions to New Email Domain and Phone System

Winnebago, NE – The Winnebago Comprehensive Healthcare System is transforming the way they communicate by implementing a new email domain and cloud-based phone system. This state-of-the-art technology will improve the efficiency, accessibility, and collaboration to elevate the customer service experiences provided at WCHS.

“In the past year, we have not gone more than 30 operational days without experiencing downtime in our phone system. In a 24/7 business with critical services available, this is unacceptable to us. As our current system is outsourced when these incidences occur frequently causes and solutions are out of our hands.” says Monti Moltzen, Director of Information Technology. “Moving forward with this new system, in addition to new more modern phone customer service features, we hope to have more freedom to make updates and troubleshoot concerns on our own.”

The new systems will include features such as single sign-on, instant messaging capability, calendar collaboration, streamlined call routing, and integrated voicemail rolling across the WCHS organization. Both systems will be managed by WCHS giving us the flexibility to evolve and grow over time. The email domain will be formatted firstname.lastname@wchs.health. As of 1/15/23, the new WCHS Main Phone number will be **402-745-3950**. From there, you can talk to our team members or take advantage of our active directory services to be transferred wherever you want to go across the organization. All of our departments and individuals will be extensions of that number, for example, 402-745-3950 X1234. For emergencies, please call 402-745-3951 24/7 to speak to someone in our emergency room directly.

These updates come as a critical component of the WCHS FY24 Annual Plan. David Edwards, CEO explains “WCHS continues to make significant strides toward organizational independence. This year, we recognize and prioritize the importance of effective communication in delivering quality care. This technology reflects WCHS's ongoing dedication to innovation and improvement we continue to seek to lead the nation in health for indigenous people.”

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The Winnebago Comprehensive Healthcare System (WCHS) is dedicated to creating and sustaining a healthy community in Winnebago and all the populations we serve. Our organization provides an integrated approach to medicine by offering care services that are compassionate, innovative, and culturally-centered. Our goal is to lead the nation in health for indigenous people by challenging the culture of healthcare for the 10,000 Native Americans who live on the Winnebago Reservation and in the surrounding region. The rural healthcare services we provide include renowned acute care hospital



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services, a robust primary care clinic, and impressive prevention programs designed to educate, encourage, and support the mental, environmental, social, and physical wellness needs of the Winnebago community. Visit www.wchs.health to learn more.

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