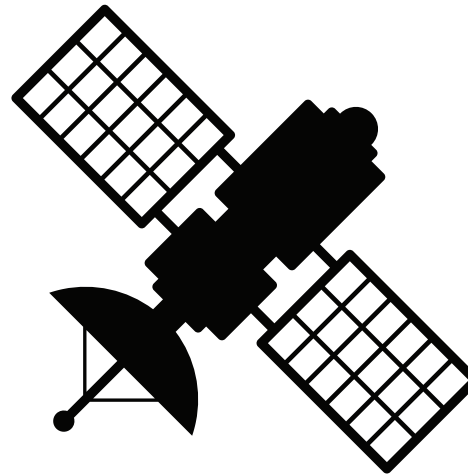


On Sunday, December 1, 2024, PIH Health experienced a criminal cyber attack that impacted many applications and communication systems throughout our network, and severely disrupted our hospital phone systems. During this critical time, PIH Health Downey Hospital, PIH Health Good Samaritan Hospital and PIH Health Whittier Hospital utilized the ReddiNet Satellite Desktop VOIP (Voice Over IP) Phone system, mandated by the Los Angeles County EMS Agency through the Hospital Preparedness Program grant process.

The ReddiNet Satellite phone system became the primary point of contact for two of our three hospitals. Its reliability and seamless functionality proved to be a lifeline during this emergency, ensuring we could continue to communicate effectively despite the cyber attack, even when traditional communication channels were compromised.

Based on our experience, PIH Health is now in the process of expanding our use of the Satellite Desktop phones across all three of our hospitals. The reasonable cost and exceptional reliability of the ReddiNet Satellite system make it a crucial addition to our communication infrastructure, and we are confident in its ability to support our hospitals in future emergencies.

PIH Health



Satellite

Even if internet, landlines and cell phones are down, satellite service will be available and air gapped from the hospital network.

Includes a dedicated, secure PC maintained and monitored 24x7.

24x7 Support, online monitoring, dispatch service and replacement.

VoIP Satellite Phones

Up to 5 satellite phones per location.

Phones can be placed anywhere on the hospital campus that a cable can reach. *No line of sight required.*

You can call any phone number, just like a standard phone line, with unlimited domestic calling.

With 2 or more VoIP phones, you may communicate within your facility (such as EOC and DOC).

Voice checks available to validate consistent high-quality calls.

Scan for More Information



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