



# Anchorage Neighborhood Health Center Customer Case Study

Industry: Healthcare  
Application: Announcements & Promotions



YOUR ONE STOP  
**HEALTHCARE HOME**



## MEDICAL

Mon, Wed: 8am-8pm  
Tue, Thu, Fri: 8am-5pm

# HOURS

*\*Call for appointments after 7:30am*

## DENTAL

Monday - Friday: 8am-5pm  
Closed: 12pm-2pm

## Easy to inform

**One of Alaska's largest primary care medical and dental practices uses NoviSign to manage public announcements and digital information displays around their facilities.**

Founded in 1974, Anchorage Neighborhood Health Center (ANHC) prides itself on its core values, including excellence and exceptional customer service.

Today, the healthcare industry is moving towards effectively communicating with patients, staff, and clinic visitors through innovative technology. Recently implementing NoviSign's software, Anchorage Neighborhood Health Center (ANHC) is now broadcasting its services and educational material to clients through an interactive, entertaining platform: Digital Signage.

Founded in 1974, ANHC has since grown to become one of Alaska's largest and most comprehensive primary care medical and dental practices. One of the facility's core values is excellence, which includes demonstrating exceptional customer service.

Mike Lane, from the ANHC IT department, had grown increasingly frustrated with the generic Digital Signage software he was using. He told NoviSign:

"The generic unit had poorly designed web interface, low reliability, and an investment in excess of 40 hours of labor. Often, players would freeze and we'd have to grab a ladder to manually reboot each player."

Additionally, updating the playlist was also problematic. It would frequently freeze, interrupting the viewer's experience and reflect poorly on the facility's technology and amenities. (continued over...)

Walk in **FLU SHOTS**  
for established patients  
**ONLY \$25**  
**AT THE PHARMACY**

\*\$20 for patients who qualify for the Sliding Fee Scale Discount




**ANCHORAGE NEIGHBORHOOD HEALTH CENTER**

**ANHC serves all of Anchorage.**

Be sure to explore our **Sliding Fee Scale** program. Sign up and we'll tailor your healthcare costs to your financial status.

Learn more from our **Eligibility Specialist**. Third floor.



**DID YOU KNOW?**

ANHC provides care for your **ENTIRE FAMILY.**  
From pregnancy care to care for senior citizens.  
*Medical and dental care for every member of your family.*




**WE ARE PROUD TO BE A TOBACCO FREE CAMPUS**

For the health of our patients, there is no tobacco use permitted anywhere on the ANHC Campus. This includes the parking lot and personal vehicles.



**Sign up for a free trial**

Go to our [Signup page](#) to start your free trial of the NoviSign digital signage platform today. Subscriptions start at \$20 per player per month.

“The prior solution we used had a poorly designed user interface, low reliability, and an investment in excess of 40 hours of labor. Often, players would freeze and we’d have to grab a ladder to manually reboot each player.”

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Lane decided to search “Android Digital Signage” on the Web to find software that could be compatible with his existing hardware. Lane discovered NoviSign Digital Signage.

To begin working with the NoviSign technology, Lane immediately downloaded the player to his Nexus 7 tablet. After seeing the software’s flawless operation, he set a meeting with his IT department to demonstrate the tablet using an MK803 Android mini PC, which he found and ordered from Miniand.com. To run the demo, Mike downloaded Adobe Air.

In order to have the playlist fill the entire screen, Lane discovered a key feature, the “Hide Bottom Bar,” which enabled the playlist to take over the entire screen. Lane also discovered “Automate IT,” which enabled him to start NoviSign after 20 seconds after updating the playlist, allowing time for a Wi-Fi connection to be established in addition to the Hide Bottom Bar application to kick in.

With all three elements in tow, the Mini MK803, the NoviSign Player, and Adobe Air, along with two optional applications (Hide Bottom Bar and Automate IT), Lane established a reliable, operable signage solution for ANHC.