



The Caring Staff of WLCFS Provides Web-Based Counseling



CHRISTIAN FAMILY
SOLUTIONS

About

Wisconsin Lutheran Christian Family Services (WLCFS) is an organization dedicated to helping individuals, couples, and families address their emotional challenges and promote healthy relationships through a range of counseling services. The WLCFS staff consists of licensed therapists (counselors, social workers, and psychologists) with extensive post-graduate training who provide their services either in-person, or by video conference through their Member Assistance Program reaching patients in countries around the globe.

Why Web-based Counseling?

People from around the world look to WLCFS for counseling services. Some of these patients live in remote areas where finding a specialist for a particular need can be difficult and very expensive. By leveraging a web conferencing solution, WLCFS is able to connect the right therapist with their patients without the burden of travel and associated costs. Also, given the vast network of therapists and employees distributed across large geographic areas, a web conference service enables WLCFS to provide quality training to avoid travel expenses while having the security, compliance, performance and administration features they desire.

WLCFS and OmniJoin

What first attracted WLCFS to OmniJoin® was security. Being a healthcare provider, WLCFS needed to have a way to communicate with their patients confidentially while ensuring that the information being shared over web conferences was secure. With OmniJoin's encryption, this is accomplished seamlessly without complicating the

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Dan Nommensen, WLCFS Program Operations Director

web conference experience for meeting hosts and attendees. As the WLCFS patient network expands, so does their need to train and onboard new therapists and employees across geographical regions.

OmniJoin is able to facilitate meetings for this specific need giving trainers a variety of ways to share and control meeting content, all over a secure connection.

Today, WLCFS continues to leverage OmniJoin to help their business grow and provide unparalleled counseling services to patients in the US and around the world. OmniJoin has become their preferred solution for training due to the deep admin features and sharing controls that the host is equipped with such as customizable layouts, granular audio/video configuration and video sharing.

“As WLCFS continues to grow and reach patients, OmniJoin will continue to be a vital component in providing reliable web conferencing for patient counseling and internal training” stated Dan Nommensen, the organization’s Program Operations Director.

Measurable Benefits

- End-to-end encryption for secure counselor and patient communication
- Reduce travel burden and associated costs
- Deep admin features to enhance collaboration

Connect with a Healthcare Conferencing Expert

When it comes to web conferencing, the first step is connecting with one of our experts to better understand your needs. **Learn how to meet smarter!**

Talk to a web conferencing expert