

SOUND. THAT WORKS.™ IN CLINICS

Many of us have been in this situation. You visit your doctor or dentist. You sit in the waiting room listening to the 'people' sounds, including a discussion between a patient and the receptionist. You're shown into an exam room and you can hear the conversation next door. You politely try not to eavesdrop, knowing that in a few minutes your conversation will also be overheard.

Speech privacy is critical in healthcare settings. Conversations occur in reception areas and hallways, as well as in consultation and treatment rooms. Quite often, areas used for the input and retrieval of medical and financial information, and where face-to-face and telephone communications take place, are located near patient waiting and care areas.

Even when conversations are brought into closed rooms, sound often leaks from one space to the next through the ceiling, walls and air ducts.

When patients can hear conversations occurring in adjacent areas, it makes them uncomfortable and less likely to discuss private matters with their caregiver. Patients also have a right to a level of auditory privacy. In some countries, such as the United States, this right has been officially recognized in federal regulations.

General noise is another acoustical concern in clinics. The sounds patients hear become the context for their healthcare experience and can create or amplify feelings of nervousness or anxiety.

Additionally, because noise is disruptive, staff may have difficulty focusing on their work. Such lapses in concentration increase the likelihood of making errors in daily tasks and potentially places the quality of a patient's care at risk.

Improving acoustics helps to protect privacy and supports delivery of a high level of care.

Provide
an environment
that protects
patients' privacy
and supports
quality care.

**LogiSon**®
ACOUSTIC NETWORK

The Speech Privacy Equation

Sound masking is an essential acoustical solution for open-concept spaces. However, it's also needed in closed offices because, whether built from floor-to-ceiling or deck-to-deck, walls only address part of the speech privacy equation.

A person's ability to clearly understand a conversation is dependent on two factors: the level of the speaker's voice and the level of background sound. The relationship between the two is called the *signal-to-noise ratio*.

Traditional room construction attempts to provide privacy by simply reducing the signal. Any gaps or penetrations in the walls, doors or other structures can significantly weaken the performance of

even deck-to-deck construction, allowing sounds to transmit into and out of the room. If the background sound level is lower than the level of speech passing through the wall, conversations can be overheard.

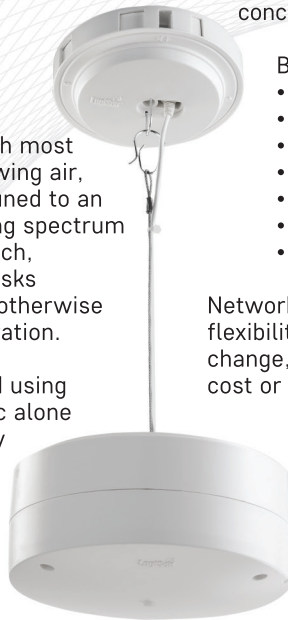
The LogiSon Acoustic Network establishes an effective background sound level and spectrum throughout a space. It can be used in combination with walls built to the suspended ceiling in order to provide a cost-effective and more flexible alternative to deck-to-deck construction, or in conjunction with deck-to-deck construction in order to provide confidential levels of speech privacy where needed. It's easily retrofitted to existing spaces.

The LogiSon® Solution

The LogiSon Acoustic Network has been installed in doctor and dentist offices, hospitals, pharmacies, medical labs, and healthcare organizations around the world.

This technology distributes a soothing background sound throughout a facility. Although most often compared to softly blowing air, the sound is professionally tuned to an independently-proven masking spectrum that's designed to cover speech, increasing privacy. It also masks incidental noises that would otherwise disrupt comfort and concentration.

While some clinics have tried using music for this purpose, music alone doesn't provide the frequency spectrum required to consistently mask conversations and noises. Its level also varies, meaning that it's not reliable and may not be present at the moment you need it most.



If paging and music are required in particular areas, the LogiSon Acoustic Network can provide those functions concurrently with the masking sound.

Benefits include:

- Improved noise control
- Increased speech privacy
- Improved productivity
- Paging and music functions
- Lower project costs
- Facility flexibility
- Quick ROI

Networked architecture provides the flexibility to adjust settings as needs change, without incurring significant cost or disruption to operations.

For more information about the system's advanced features, see our brochure or contact your local LogiSon Representative.

A Few of Our Healthcare Clients

ALLINA HEALTH • COOPER CLINIC • DELTA DENTAL • HAWAII PACIFIC HEALTH
HEALTHPARTNERS & PARK NICOLLET • KAISER PERMANENTE • KLINIC COMMUNITY HEALTH
PRESENCE WELLNESS • RIVERSIDE DENTAL • STRIVE DENTAL • SUTTER HEALTH
TACHE OBSTETRICS & GYNECOLOGY • VERA WHOLE HEALTH • VETERANS AFFAIRS (VA) CLINICS

Case Study



Boulder Center for Sports Medicine Boulder, Colorado • USA

The Boulder Center for Sports Medicine provides care to elite collegiate and high school athletes, as well as active people of all ages and abilities. The center was established to help athletes prevent injuries, rehabilitate existing injuries, improve performance and maximize their potential. Staff members include physicians, physical therapists, athletic trainers, massage therapists, physiologists, biomechanists, and nutritionists.

Problem

The Boulder Center for Sports Medicine was experiencing a problem with sound transmission from the reception desk to an adjacent waiting room.

Solution

Sound masking was installed in the reception area, corridor and waiting room.

"The well-masked end result is exactly what we'd hoped for. No one is aware that the system is in place. We appreciated the professional manner in which everyone conducted themselves. We are not fortunate enough to have all of our projects come in on time, within budget and to a very high-quality standard. We are very pleased with the end result and look forward to working together on future projects."

Robert A. Jones,
Construction Manager

