

FREQUENTLY ASKED QUESTIONS:

Qt[®] Patient Privacy System

General Questions

What is the Qt Patient Privacy System?

The Qt Patient Privacy System is a speech protection system specifically designed for medical office waiting areas, exam rooms, and pharmacies.

How does the system protect meeting privacy?

The Qt Patient Privacy System emits a gentle background into an area that makes human voices less intelligible. This masking effect ensures conversations that take place in the waiting areas, reception areas, or even exam rooms aren't overheard by unintended listeners.

What does the Qt Patient Privacy System include?

The Qt Patient Privacy System includes a control module which is placed on a wall or near a reception desk, two lighted privacy signs, eight Qt[®] Emitters, cable for the signs and emitters, mounting kits for the controller and signs, and a hole saw for emitter installation in acoustic ceiling tile only. Additional hardware is required for mounting in other ceiling types.

Where should the Qt[®] Emitters be placed?

The Qt Emitters are placed wherever unintended listeners are expected to be. Examples include throughout a reception area, in corridors or open office areas outside exam rooms, or where the line forms at a pharmacy counter.

What does the Qt Patient Privacy System actually sound like?

The sculpted sound emitted from emitters is barely noticeable and sounds much like airflow. The sound is specifically engineered to reduce the intelligibility of speech - while being gentle to the ears.

How many emitters are required for my installation?

This depends on the square footage of the area being masked, the ceiling height, and the layout of the space. Generally, each emitter can mask up to 100 square feet of space.

What is the purpose of the two privacy signs?

The two signs light up when the system is active, confirming for staff and patients that their privacy is protected.

Do I have to use the two privacy signs?

The signs are not required for operation of the speech protection system. However, they are intended to assure staff and users that the system is operating and it's highly recommended that they are used.

Should I use this system if my facility already has sound masking?

If your facility already has a sound masking system installed providing uniform coverage to the entire area, then the Qt Patient Privacy System is not required.

Can the system be controlled by a third-party automation system?

Yes. The system can be controlled via a Crestron, AMX, or other control system via contact closure.

How much power does it take to run the system?

The system is very energy efficient. When running, the entire system uses less than 7 watts.

Can the Qt Patient Privacy System run 24 hours a day, or should it be turned off?

As noted above, the Qt Patient Privacy System consumes very little power so it can be left running at all times if desired.

What adjustments options does office staff have?

User control is extremely simple – select ON or OFF, as well as NORMAL or LOW sound masking levels. Privacy is ensured by the NORMAL level. When the system is not in use, optionally the LOW level may be used rather than OFF.

Could the Qt Patient Privacy System be used to mask both exam rooms and corridors?

It depends on where one is trying to prevent overheard conversations. If conversations are being overheard from exam room to exam room, it may make sense to put emitters in each exam room. If this is not a problem, but there's a concern of conversations in exam rooms being overheard in corridors, place the emitters in the ceiling of the corridor.

Will this system interfere with other office equipment present inside the office?

No. QtPro™ systems are in operation in hundreds of millions of square feet of open office space throughout the world, including the offices of over 40% of the Fortune 100, with no adverse effects on the operation of office equipment, phones, etc.

Installation Questions

How many zones of control does this control module cover?

This control module provides a single controllable zone of speech privacy protection. Facilities requiring multiple zones should consider a QtPro sound masking system.

Is this control module wall or rack mounted?

This control module is meant to be wall mounted directly into the wall easily accessible by medical office staff. Mounting options include a dedicated flush mount kit or an adaptor suitable for a 4-gang box (3-gang in Europe/UK). Surface mounting is also an option. There is no rack mounting kit included with this device. Rack mounting can be accomplished by mounting the controller to a blank 3 space rack mount panel. (supplied by others - not included)

How are the privacy signs mounted?

The privacy signs can be mounted directly to a wall or glass using the included self-adhesive pads. In the case of glass, a hider panel is included for the reverse side of the pane. Also included is an adaptor plate for a 1-gang box (North America or EU/UK style).

What installer-adjustable options does the system have?

During post-installation commissioning, the installer will set the sound masking audio levels and optionally, a lock-out of the front panel when 24/7 always-on operation is desired.