

CASE STUDY: Sound Masking in a Busy Medical Office Environment



Peach Tree Health

Challenge

Delivering a cost effective way to protect patient privacy

Peach Tree Health, a network of Federally Qualified Health Centers (FGHC), provides comprehensive medical, dental, vision and behavioral health services in Northern California. Operating 8 health centers and 2 mobile dental clinics that serve over 27,000 patients through almost 90,000 visits, Peach Tree Health's mission is to extend personalized, high-quality care to the community and effectively bridge a gap in health care access to many of their area's most underserved populations.

Like all medical office environments, protecting patient speech privacy at Peach Tree Health's locations is critical. Patients and staff have hundreds of sensitive discussions regarding medical information and treatment every day, and to provide the best environment for patient care it's imperative that they feel those conversations aren't being overheard by unintended listeners. Protecting speech privacy is particularly important in reception areas and exam rooms where patients and staff are most likely to interact.

With the expansion of new locations, Greg Stone, Chief Executive Officer for Peach Tree Health, wanted to seek alternative sound abatement solutions for the newest clinic in North Sacramento. "In the past we have used other sound absorbing or blocking materials, and sometimes found them to be either ineffective or costly or both," stated Stone. "Since protecting speech privacy is vitally important to our business and patient privacy concerns are everywhere throughout a medical facility, we needed an effective and budget friendly solution," Stone continued.

“ QtPro sound masking helps Peach Tree Health protect patient speech privacy, particularly in our exam rooms and reception areas. We like it so much we've decided to roll it out at other Peach Tree locations and will be installing it in our corporate office. ”

Greg Stone
Chief Executive Officer
Peach Tree Health

Solution

QtPro™ Sound Masking System

After consulting with the chief architect on the project, Peach Tree decided that sound masking would be an excellent method to ensure speech privacy. Having evaluated several solutions on the market including those from Cambridge Sound Management, Peach Tree visited the offices of United Corporate Furnishings, the vendor who would supply the office furnishings for the new clinic, to see first hand how Cambridge Sound Management's QtPro™ sound masking system was installed and being used throughout their facility. Based on the quality of the sound masking, the ability for customization, and the price, Peach Tree selected the QtPro system, and integrator Precision West Technologies was commissioned to install it.

To ensure uniform sound throughout the 14,000 square foot clinic, Qt® Emitters (loudspeakers) were installed seamlessly into the ceiling tiles in the two reception areas, 17 exam rooms, and medical team office areas. The easy to install emitters were connected via cables to the Qt 600 control module in the clinic's server room.

Result

Protecting Patient Privacy

"We see up to 30-40 patients at any given time in the reception area and about 150 patients and their family members throughout the day. With so many people coming in and out of the clinic, QtPro sound masking helps Peach Tree Health protect patient speech privacy, particularly in our exam rooms and reception areas," stated Stone. "We like it so much we've decided to roll it out at other Peach Tree locations and will be installing it in our corporate office."

About Peach Tree Health

Since 2001, Peach Tree Health has been a Federally Qualified Health Center and provides comprehensive medical, dental, vision and behavioral health services for people of all ages in the Northern California counties of Sacramento, Sutter and Yuba. Peach Tree Health operates eight health centers and two mobile dental clinics that serve over 27,000 patients through almost 90,000 visits. Peach Tree's services target the uninsured and underserved families throughout the region. Learn more at www.pickpeach.org.

About Cambridge Sound Management

The world leader in commercial sound masking, Cambridge Sound Management, Inc. manufactures QtPro and Dynasound sound masking systems to help organizations protect speech privacy, reduce noise distractions, and fuel workplace productivity in their offices. Its next-generation sound masking systems work by emitting a uniform, barely perceptible background sound at the frequencies of human speech. The systems also include office paging and background music capabilities to help facilities meet all of their masking and audio needs with one affordable system. Cost effective and easy to install, Cambridge Sound Management's systems are deployed in over 15,000 organizations' spaces throughout the world including commercial businesses, healthcare facilities, financial services, government agencies, and educational institutions. For more information about Cambridge Sound Management, visit www.cambridgesound.com.



Case Study Overview

SPACE

Approximately 14,000 square feet of exam rooms, public reception areas, and medical staff office areas

CHALLENGE

Protecting patient speech privacy in a busy medical office

SOLUTION

Qt® 600 Sound Masking System



RESULT

A medical office environment where patients and caregivers can speak about care options with less fear of being overheard