

CASE STUDY:

Protecting Speech Privacy at a Modern Neurology Practice



Offices of Martin Assenmacher, Christoph Sevenich, and Sebastian Riedel

Challenge

Protecting Speech Privacy at a Modern Neurology Practice

Like all doctor's offices, the neurology office of Dr. Martin Assenmacher, Sebastian Riedel, and Christoph Sevenich in Bergisch Gladbach, Germany deals with sensitive patient data every day. Protecting patient privacy is not only important for delivering a superior patient experience, but is also required by German law. This includes both data transferred electronically, but also by word of mouth — it's important that patients in the waiting area can't overhear other patients checking in with the receptionist, or that discussions between doctors and patients in treatment rooms aren't overheard by unintended listeners.

“ We wanted our patients to have a sense of privacy in our practice, and also to know that their medical data was being protected. Thanks to the technical know-how of prodyTel and the sound masking technology of Cambridge Sound Management, we now have a tailor-made and scalable solution. ”

Dr. Martin Assenmacher
Neurology Specialist
Offices of Martin Assenmacher,
Christoph Sevenich, and Sebastian Riedel



Solution

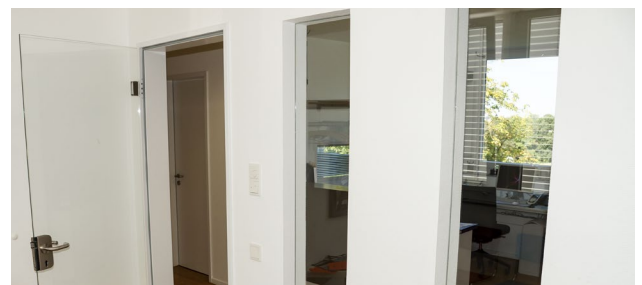
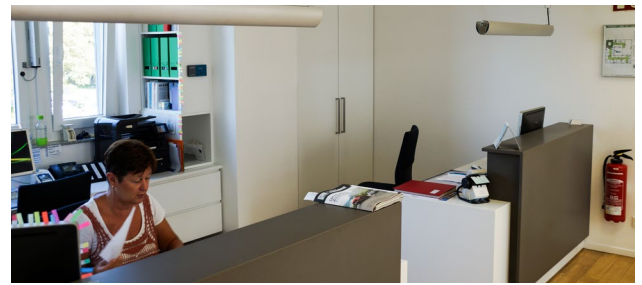
QtPro® Sound Masking Solution

Network audio and video solutions provider ProdyTel suggested sound masking might help cut down on speech privacy issues at the practice. After a thorough pre-test, the practice's doctors decided to have sound masking from Cambridge Sound Management installed in the space. Sound masking technology works by adding a low level, unobtrusive background sound (similar to the sound of airflow) to an environment through speakers installed in the ceiling. The speakers connect via standard Category cables to a control module which the practice decided to wall mount behind the reception desk.

Result

A More Private Practice

The ambient, specially optimized sound masking drastically reduces the intelligibility of human speech in the practice, making the office measurably more acoustically comfortable and private. While the practice is open, the sound masking system is constantly in operation. The system works so well that speech taking place in the exam rooms cannot be overheard in the waiting room even when the exam room door is left open. "We're very happy with the sound masking system from Cambridge Sound Management" says Dr. Martin Assenmacher, one of the doctors at the practice. "The privacy and confidentiality of conversations between patients and staff are much improved since the system was installed."



Case Study Overview

SPACE

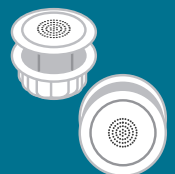
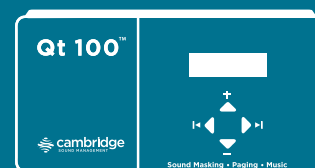
Small medical office with a reception area, waiting area, exam rooms, and corridor/hallway space.

CHALLENGE

Protecting patient speech privacy.

SOLUTION

Qt® 100 Sound Masking System



RESULT

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

About Cambridge Sound Management

The world leader in commercial sound masking, Cambridge Sound Management, Inc. manufactures QtPro and DynasoundPro 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.