SOUND MASKING
FOR PATIENT PRIVACY, COMFORT & SATISFACTION
WHEN PATIENT SATISFACTION, PRIVACY & COMFORT ARE KEY TO YOUR HEALTHCARE FACILITY, LENCORE IS THE ANSWER.

LENCORE provides a series of sound masking products for healthcare designed with the comfort and privacy of patients in mind. Choose from a wide variety of system types that range from stand alone systems to network systems that provide global, local, or personalized control capabilities. In addition, Lencore offers manual, remote and web access for system adjustments, reporting and diagnostics. This enables staff or patients to make real time modifications to the system to meet unique requirements and needs.

WHY ARE HOSPITALS SO NOISY?

Today’s healthcare environments can be acoustically challenging with hard surfaces and the absence of many absorptive and blocking materials. Noise sources are many and they are often too loud. Indeed, hospitals are noisy. Communication between doctors, nurses and their patients happens 24/7, as does a number of other noises like machines beeping and carts rolling down the halls. These noises impact patients; they interrupt rest, disturb sleep and can have a negative effect on recovery rates, healing times and outcomes - all of which can impact the patient and the hospital’s satisfaction ratings.

The WHO (World Health Organization) guidelines recommend that hospital noise not exceed 40 decibels. However, in a typical hospital setting, the average sound levels often reach 70+ decibels during the day and 60 decibels at night. Although conversations, spikes of sound and emergency communications within a hospital are often unavoidable, there is a proven way to address noise issues for patients and staff with sound masking.

SOUND MASKING IN HEALTHCARE

Originally, the use of sound masking in healthcare environments was primarily driven by HIPAA and the need to provide reasonable safeguards for protecting personal health information (PHI). However, the healthcare industry has become one of the fastest growing market segments for sound masking, as hospitals, clinics, doctor offices, pharmacies, and other out-patient and healthcare facilities have found success in the use of sound masking systems to improve privacy, comfort and patient satisfaction.

Reducing noise is one way to alleviate some of the distractions that patients and healthcare employees experience every day. But it is important to remember that “quiet” is not always comfortable, and in our desire to reduce noise in hospitals, we also need to look at the ways in which we can increase patient comfort. As part of proper acoustical planning, sound masking can be effectively used to provide privacy, minimize distractions, improve comfort and create better environments in which patients can heal.

www.lencore.com
HOW DOES SOUND MASKING WORK?

Sound masking raises the ambient background sound level within an environment so that speech falls under the background sound level and is less distracting. Proper masking sound is a gentle, comfortable sound that is engineered to match speech frequencies and that creates a more pleasant environment. When properly introduced, sound masking gives a level of comfort and provides speech privacy. Raising the ambient background sound also reduces something called dynamic range. The dynamic range is the difference between the ambient background sound level and the highest level of sounds that may be created in the same environment. Essentially a signal to noise ratio. By reducing the dynamic range – you increase comfort – something that hospitals are very much in need of doing.

The result? Patients rest better, feel better and can heal faster. What’s more, they report more satisfied hospital stays - and that is good news for every hospital. In fact, patients report that they have never slept better than in a room treated with Lencore Sound Masking.

FEATURING SPECTRA i.Net® FOR NETWORKED ACOUSTICAL CONTROL

Lencore provides a way for patients to participate in their own healing process by monitoring the acoustic levels in their rooms and to mask unwanted noises. Speakers are installed above the ceiling in each patient room and can be remotely or network controlled to change the level of the sound masking within the room to meet the needs of the patient. The masking provides a pleasing level of background sound and creates a more comfortable environment.

The system also can be configured to provide patient with music options.

In addition, the system’s network capabilities allow hospital staff and facility professionals to have real time access to the system to change and set masking levels, provide reporting and run diagnostics for the system. The system can also be configured to provide Crestron®/AMX® touch-panel controls.

LEED CREDITS FOR ACOUSTICS

With regard to healthcare and LEED (Leadership in Energy & Environmental Design) there are a number of sweeping changes that are driving the need for better acoustical planning and the need for sound masking as part of designing healthier spaces. In fact, LEED offers two credits for addressing acoustics in healthcare.

HIPAA ORAL PRIVACY

Hospital staff, nurses, doctors, medical technicians, and pharmacists discuss medications, symptoms and health conditions with their patients and clients. These conversations are vital, but they do create opportunities where personal health information (PHI) may be inadvertently disclosed.

Under HIPAA (Health Insurance Portability & Accountability Act) healthcare providers must have safeguards in place to protect patient health information from intentional or unintentional disclosure. In considering measures to protect privacy, healthcare professionals turn to Lencore sound masking to provide reasonable safeguards to prevent the transmission of PHI in oral forms.

In satisfying HIPAA objectives, Lencore systems meet accepted industry standards (ASTM E-1130) for achieving appropriate levels of speech privacy. As a proven solution, sound masking is used by pharmacies, doctor / dental offices, clinics and hospitals in patient rooms, corridors and hallways, waiting areas, reception desks, nursing stations and other areas where patient privacy is paramount.

MASKING, PAGING, BACKGROUND MUSIC & MORE

Lencore manufactures a full line of audio solutions, including sound masking, paging and music.

Lencore provides its clients with a choice of networked systems, in-plenum systems, direct fired systems, networked direct fired systems, centralized, decentralized, and remote systems. Lencore systems are UL listed for use in air-handling spaces and have been independently tested to meet ASTM standards for speech privacy, ANSI standards for open platform, and are designed in accordance with NFPA 72 requirements for mass notification.
PARTIAL CLIENT LIST
LENCORE IS HELPING HEALTHCARE FACILITIES FIND A BETTER WAY TO PROVIDE PRIVACY AND COMFORT.

Advocate
Alice Park Memorial Hospital
All Childrens Hospital
Allergy Partners
American Heart Association - TX
American Nursing Care
American Radiology
American Red Cross
Americhoice Health Services
Anthem Blue Cross Blue Shield
Atlantic General Hospital
Baldwin Area Medical Center
Baylor Medical – Irving TX
BJC Hospital Systems
Blanchfield Hospital
Blue Cross / Blue Shield
Boone Hospital Center
Brattleboro Memorial Hospital
Central Baptist Hospital
Children’s Medical Center
Columbia Jewish Hospital
Community Medical Center
Concord Hospital
Cook County Medical Center
Cooks Children’s Medical Center
Covenant Medical Group
Dallas VA Medical Center
Darnell Army Hospital
Dean Health Systems
Duke University Health System
Evergreen Hospital
Exeter Hospital
Faith Regional Hospital – RC
Global Medical Direct
Guttenberg Memorial Hospital
Harrison Hospital
Hilo Medical Center
Howard University Medicine

HUMANA – KY, WI
Inova Alexandria Hospital - VA
Integrated Care
Jackson Memorial – Miami FL
Jewish Hospital Medical Center
Journal of Neurosurgery
Kaiser Bonita Pharmacy - CA
Kaiser Permanente
Kettering Medical Center
Kindred Healthcare
Loudon Hospital Center
Marin General Hospital
Mayo Clinic - FL
Mayo Clinic – Scottsdale AZ
Mayo Clinic – Dallas TX
Medical Center of Plano – TX
Medical College of VA
Medical Liability Mutual Insurance
Medical Mutual
Memorial Hospital - GA
Meridian Healthcare
Metro Dental
Midwest Health Systems
Mills Penn Hospital
Moffitt Health
National Cancer Institute
National Healthcare Network
National Jewish Hospital
Nationwide Insurance
Neurology Spinal Surgery
New York Life Insurance Co.
Northeast Delta Dental
Northeast Medical Center
Norton Healthcare Systems
Northwest Mutual Life
Piedmont Behavioral Healthcare
Pinnacle Care International
Potomac Hospital – MD
Porter Health – Valparaiso IN
Presbyterian Community Hospital
Presbyterian Hospital of Dallas
Quest Diagnostics
Rex Healthcare
Rush Memorial Hospital
San Diego Medical Center
Sharp Healthcare
Shriners Hospital
Total E Med
Tri West Healthcare Alliance
Truman Medical Center
UNC Hospital - NC
UNC Radiology
United Health Care
United Health Group (National)
University Health Care Systems
USA Medical Research
VA Hospital – Iowa City IA
VA Medical Center – TX
VA Mental Health Dept. - WI
Valley Health System
Walt Disney World Hospital
Web MD – New York NY
Winston Medical Center
World Medical Leaders
XL Health - MD
Yale New Haven Hospital – CT
Yale Psych Hospital - CT