

Neurology Office



SUMMARY

• LOCATION

Bergisch Gladbach, Germany

• FACILITY SCOPE

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

• OBJECTIVES

Protecting patient speech privacy in a busy medical office

• BIAMP SOLUTIONS

Cambridge™

• OUTCOME

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

• EQUIPMENT

Cambridge Qt Pro sound masking system

Like all doctor's offices, the neurology clinic of Dr. Martin Assenmacher, Dr. Sebastian Riedel, and Dr. 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 as well as verbally. Ensuring 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, is essential. The office needed a solution that addressed the full spectrum of these speech privacy issues.



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 [Cambridge] sound masking technology, we now have a tailor-made and scalable solution.

DR. MARTIN ASSENMACHER
Neurology Specialist

SOLUTION

Network audio and video solutions provider ProdyTel suggested sound masking as a solution to the speech privacy issues at the practice.

After a thorough pre-test, the practice's doctors decided to have sound masking from Biamp's Cambridge line 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, which are connected via standard category cables to a control module which the practice decided to wall mount behind the reception desk.



CONCLUSION

The ambient, 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," says Dr. Assenmacher. "The privacy and confidentiality of conversations between patients and staff are much improved since the system was installed."

ABOUT BIAMP

Biamp® is a leading provider of innovative, networked media systems that power the world's most sophisticated audiovisual installations.

Recognized worldwide for delivering high-quality products and backing each one with a commitment to exceptional customer service, Biamp's mission is connecting people through extraordinary audiovisual experiences.

Founded in 1976, Biamp is headquartered in Beaverton, Oregon, with offices and manufacturing facilities located around the world.

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