

Better Sound Masking for Hospitals and Medical Facilities

PATIENT SATISFACTION

Press Ganey patient satisfaction surveys tell us that there is a clear link between patient satisfaction and their perception of quality of care and profitability. Even if quality care is provided, if the perception is not there, patients walk away dissatisfied. Thus, it's essential to provide both quality care and the perception of care. Satisfied patients:

- experience less stress themselves.
- present less stress to medical staff, resulting in fewer errors and more profit.
- share their experiences with others and are willing to refer your practice or hospital to their friends and family.

HIPAA COMPLIANCE

In addition to patients' perception of quality care, HIPAA requires medical professionals to safeguard medical records by all reasonable means and regulations require fines for breaches. Few practices knowingly transmit patients' medical files, but many unintentionally do just that as a result of sound leaks via the facility design itself.

Possible Common Sound Leaks

- in a common waiting room
- through patient care room and office walls
- via telephone conversations by family or staff
- shift change conversations among medical staff



SOUND MASKING & HOW IT WORKS

Between serving patients well and HIPAA compliance, it's important to take intentional steps to safeguard patients' records, both written and oral.

Those steps should include sound masking. And rather than re-design your entire office or hospital, you can install a simple, but effective sound masking system like the SmartSMS-NET sound masking system. This type of technology uses white noise to add a low-level background sound to a room or office. While this adaptable, adjustable sound masking system is loud enough to be effective at the highest levels of confidential privacy, it is also quiet enough not to be annoying to either patients or staff.

Instead of tearing out, replacing, or re-designing your medical facility, a sound masking system can offer a cost-effective and nearly invisible solution to customer dissatisfaction. In fact, the SmartSMS-NET system is just as easy to add as to plan for.