

Peach Tree Health



SUMMARY

- **LOCATION**

Sacramento, CA

- **FACILITY SCOPE**

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

- **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 QtPro sound masking system

Peach Tree Health, a network of Federally Qualified Health Centers, provides comprehensive medical, dental, vision, and behavioral health services throughout Northern California. Operating eight health centers and two mobile dental clinics serving over 27,000 patients, Peach Tree Health's mission is to extend personalized, high-quality care to the community, bridging a gap in health care access for many of the 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 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."

SOLUTION

After consulting with the chief architect on the project, Peach Tree decided sound masking would be an excellent method for ensuring speech privacy. Having evaluated several solutions on the market including those from Biamp's Cambridge line of products, Peach Tree visited the offices of United Corporate Furnishings, the vendor supplying the office furnishings for the new clinic, to see firsthand how the Cambridge 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 QtPro, 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 control module in the clinic's server room.



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

CONCLUSION

"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 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.

CONTACT US

✉ biampinfo@biamp.com

☎ 800.826.1457

🌐 www.biamp.com