



Sound Masking

The mission of many modern hospitals has expanded to not only include rehabilitation of a patient’s body, but also to rejuvenate their mind and spirit. Industry mandated standards have also become more important as hospitals strive to earn better HCAHPS scores. As patient satisfaction and mandated standards become a greater focus, hospitals are seeking ways to increase acoustic comfort and privacy while decreasing noise. After all, one of the most significant drivers of negative patient satisfaction in hospital environments is noise, so much so the HCAHPS survey asks the following question:

During this hospital stay, how often was the area around your room quiet at night?

Health AV From TeleHealth Services

By integrating innovative communication solutions into everyday workflows, hospitals are increasing patient satisfaction, improving the quality of care and delighting their clinical and non-clinical employees, all while maximizing operational efficiencies. TeleHealth Services integrates a broad range of advanced audio-visual communication tools and technologies, to offer you the optimal solution to suit your needs.

TeleHealth Services and its subsidiaries employ an award-winning team of AV industry experts who have designed and integrated thousands of visual display, digital signage, wayfinding, audio and workplace communication solutions. Our solutions incorporate a broad range of technologies that empower healthcare clients to effectively communicate their message both internally and externally. Our strict focus on serving hospitals across the United States has allowed us to refine a process of design and implementation that results in the delivery of high-quality, user-friendly, reliable systems.

Sound masking dramatically contributes to patient satisfaction because it effectively promotes rest and relaxation as well as confidentiality. Studies show that patients in rooms with sound masking find that it helps to shorten the time it takes to fall asleep and prevents unwanted noises from disrupting their sleep. Patients have reported they slept better, felt it was quieter, and were more satisfied with staff care. By adding sound masking in healthcare settings, patients are able to sleep better resulting in an improvement of medical outcomes and their personal satisfaction as evidenced in HCAHPS survey responses.

In addition hospital inpatient rooms, sound masking privacy solutions are also available for waiting rooms, exam rooms and pharmacies.

TeleHealth’s design and installation experts have designed and installed sound masking solutions in both corporate settings and healthcare facilities across the country. We leverage our experience to provide hospitals with a low-stress, less expensive and predictable process for planning, designing and building the sound masking environments you need.

“Patients and staff experience the positive ambiance we wanted to achieve through our open design concept, and we gained a greater level of patient satisfaction.”

Alisson Brisson
Plant Operations Manager
Wentworth Douglas Hospital

Sound Masking Solution

Deployed properly, sound masking should be barely noticeable and sound similar to the sound of a gentle airflow. Our solutions blend into the background and contribute to a hospital’s general ambiance.

- Sound masking emitters or special speakers mounted in or above drop ceilings or in open ceilings.
- Central control rack with fully automated and timed settings for volume and equalization.
- Options for addition functions such as background music and paging.

Sound masking solutions are priced based on the amount of floor space within the sound masking zone. Unusual site conditions such as very high ceilings or very noisy spaces can increase or decrease the price per square foot. Costs can range from \$1 to \$2.20 per square foot of floor space.

