

Adding Security and Communication to Hospital Admittance Areas or Stations



THE SCENARIO

A large hospital had a total of four admittance areas to receive patients and visitors. Due to heightened COVID-19 concerns, this large hospital installed glass germ barriers to better protect their patients, staff, and visitors.

Each of the four areas were isolated with outward-facing dividers to further partition and shield patients from their neighbors. Since the hospital was always busy, the admittance areas were often intense and loud. Staff members were unable to hear patients and patients were unable to hear staff.

The germ barriers had created a new issue: staff and patients could not hear each other when in the same room. They needed a system to talk clearly through the glass without decreasing the effectiveness of the germ barrier.

The volume of the system also needed to be easily adjustable so a patient could hear what was being said without broadcasting the staff's voice to others. Voice quality was extremely important to ensure information was properly understood in both directions.

Personnel selected a quality security window intercom with unique acoustic tubing that turned a glass partition into a speaker.

THE SOLUTION

Hospital personnel selected a quality security window intercom for each of the four partitions. The unique acoustic tube system was mounted directly to the patient's side of the glass with two-sided tape. Since holes were not cut into the glass, the intercom installation did not affect the integrity of the germ barrier or impair the ability for patients and staff to see each other.

Staff would speak into the station's gooseneck microphone. The acoustic tube used the germ barrier to clearly reflect their words, making it easy for the patient to hear them.

Simple volume controls on the operation side allowed staff to easily adjust the volume levels as needed to ensure patients heard their instructions.



Patient/Visitor Side



Since holes were not cut into the glass, the intercom did not affect the integrity of the germ barrier or visibility of staff.



Personnel Side



THE BENEFITS

- Unique acoustic tube system connected easily and securely without cutting the glass
- With the glass germ barrier intact, both patients and staff remained safe while communicating face-to-face
- Patients could see and hear staff clearly, providing them a better sense of comfort within the partition
- Excellent voice quality ensured both patient responses and staff inquiries were clearly understood
- Staff's easy access to the system controls ensured specific volume levels met patient needs



System Configuration Example

Security Window Intercom (Configuration shown with IM Series)



Box Set x 1

Patient/Visitor Side

Hands-Free Communication (VOX) with Speaker Driver and Acoustic Tube

A noise canceling microphone converts a barrier into an intercom without having to alter glass or compromise its integrity.



Personnel Side

Easy System Operations and Volume Controls



Explore *more* unique possibilities on our [Solution Showcase page](#).

