i.Net®

COMFORT AND PRIVACY FOR HEALTHCARE FACILITIES

LENCORE

COMFORT. PRIVACY. PRODUCTIVITY.

Comfort & Privacy Are Key To Your Healthcare Facility

From large to small in-patient healthcare facilities where a quiet environment ensures better rest and recovery, and where protecting the privacy of patient information is the law, Lencore can provide an improved acoustic environment to help meet the necessary performance objectives. The Lencore i.Net System also meets today's standards for safety with it's ability to shut off in the event of an emergency in order to allow an intelligible message to direct patients and occupants.

Sound masking helps to control noise in healthcare environments. When properly designed, sound masking dynamically improves comfort and speech privacy by gently raising the ambient background sound. It changes the speech to noise ratio within a space. Lencore's scientifically-engineered sound is amplified through individual speakers installed above or in the ceiling.

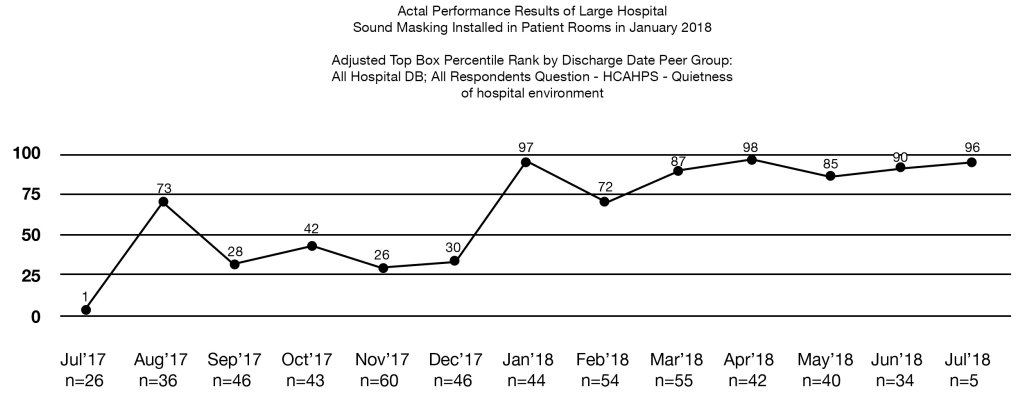
i.Net for Comfort

In hospital settings, careful acoustical design can help boost Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey scores which may affect the level of reimbursement from The Center for Medicare & Medicaid Services (CMS). An environment which produces fewer disruptions and allows for more consistent patient rest contributes to faster recovery and lower re-admission rates.

Nationally, the HCAHPS measure for “Quietness Around Patient Rooms at Night” reveals that patients are only marginally satisfied. Excessive noise and the resulting lack of sleep tops the list of patient complaints. Lencore sound masking has increased patient satisfaction and substantially improved HCAHPS.

Lencore sound masking resulted in a 183% HCAHPS improvement in one case study.

HCAHPS - Quietness of hospital environment



Improvement Resources

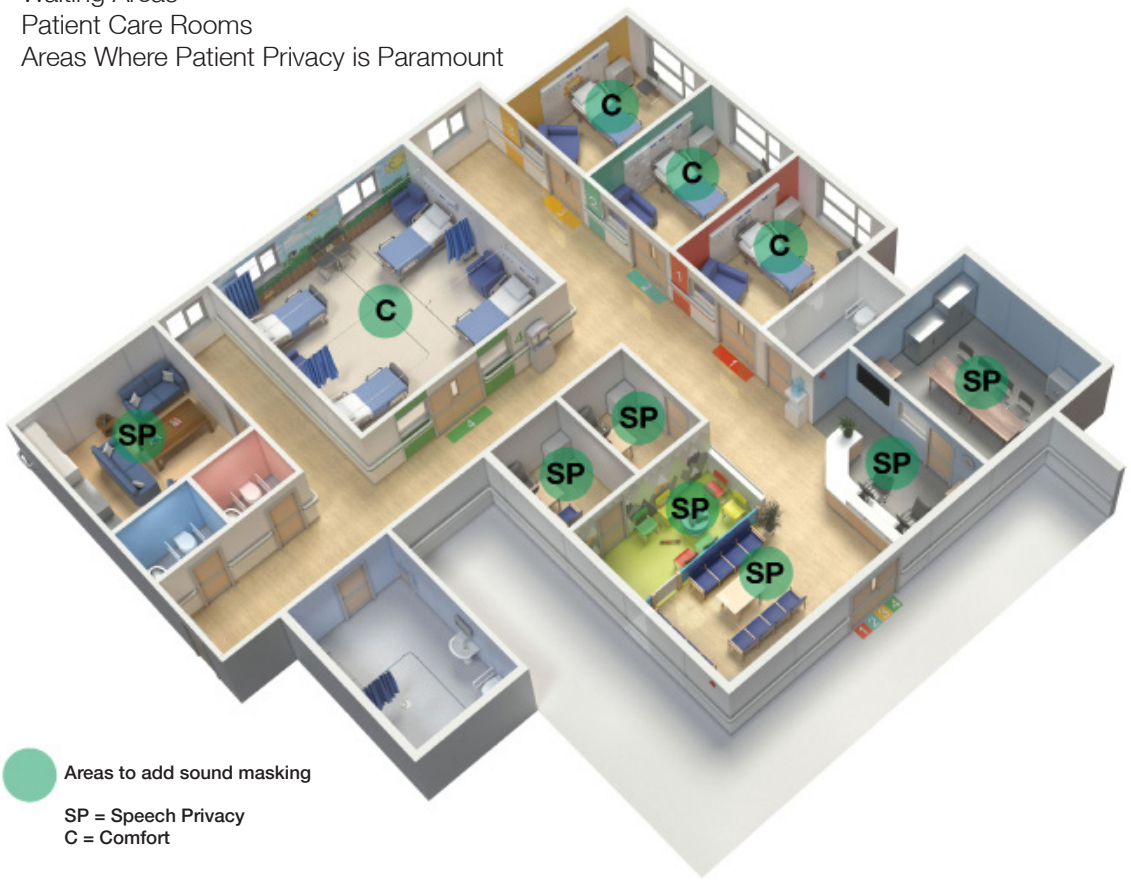
- Establishing Quiet Hours
- Controlling Noise to Enhance Healing Environment
- Innovative Noise Reduction for Improving Patients’ Hospital Stay
- Making the Case for Noise Assessments: 10 Talking Points
- UP Webinar: HCAHPS Environment Domain: Promoting a Healing Atmosphere

i.Net for Privacy

In all healthcare facilities - large and small - the Health Insurance Portability & Accountability Act's (HIPAA) primary goal is to protect patient privacy. Lencore sound masking creates a reasonable safeguard by gently raising the ambient background sound above indirect speech levels. The Lencore sound masking system is documented to meet the necessary privacy standard, ASTM E-1130, to make indirect conversations unintelligible and reduce incidental disclosures.

As a proven solution, sound masking is used by pharmacies, doctor / dental offices, clinics and hospitals. The following are some examples of locations in any healthcare facility where sound masking can play an important role in complying with HIPAA:

- Registration Areas
- Nurse Stations
- Waiting Areas
- Patient Care Rooms
- Areas Where Patient Privacy is Paramount



i.Net for Safety - The Only System to Meet Standard (UL 2572)

By design, sound masking systems provide speech privacy by making indirect speech unintelligible. But, building fire codes prohibit competing signals that make life safety announcements unintelligible. Lencore i.Net Sound Masking is the only sound masking system on the market that meets the life safety standard, UL 2572, allowing it to interface with a Fire Alarm Control Unit and shut off in the event of an emergency. By muting the sound masking, a clearer, more intelligible message can be delivered to building occupants directing them to safety. Fire code also works with ADA Federal Law to effectively ensure that all occupants can benefit from fire code standards. These ADA rules are critically important in a healthcare facility, where many patients may have disabilities or limitations.

i.NET®

The Intelligent Network

The leading choice *of healthcare facilities* throughout the world, **i.Net's** intelligent network is the most sophisticated sound masking and paging system in the industry. Our superior sound quality, unmatched speaker design and built-in sound frequency controls is unrivaled by market competitors. **i.Net** also meets the UL 2572 *s*tandard *to directly attach to a fire alarm control unit in order to shut down in the event of an emergency*. This standard allows the Lencore system to conform with the National Fire Protection Association Code 72: Fire Alarm and Signaling.

With the most advanced technology and by offering more choices with proven results, **i.Net®** is in the position to meet the challenges and demands that impact your facility.

i.Net® Features and Advantages

+ Superior sound quality and uniformity that provides speech privacy and comfort
+ Meets the UL2572 standard to mute the sound masking in the event of an emergency.
+ Integrated paged stacking and Nurse call available
+ Independant or zone control with overlap capabilities
+ Requires no proprietary software or cabling
+ Ease of use, installation and tuning
+ Control options via PC, touch pad, remote control and tablet applications
+ Single point of control for complete system access, viewing and reporting
+ Infrared audio channel controls are used in-plenum,on the wall or with a keypad
+ Open platform system design that easily integrates with building systems
+ Adaptive equalization
+ UL-Listed for air-handling spaces and use in the plenum
+ 10 Year Warranty
+ Meets ACMU for Comfort

Scalable. Intuitive. Intelligent.
WITH LENCORE, IT'S ALL IN THE BOX

Lencore appreciates the costs associated with healthcare facility design. We also want to ensure the necessary system is delivered to provide the functionality required. Why install multiple systems when Lencore can deliver the sound masking for speech privacy and comfort needs but also paging for nurse call and background music for waiting rooms, all through one system? Lencore easily expands functionality based on your requirements without breaking the budget.

For ease of use and installation, Lencore's i.Net is offered as a completely packaged solution. Shipped in a rack mount version that meets the UL 2572 standard, the system's entire headend equipment is expertly assembled, pre-wired and ready for on-site installation.

Sound Masking Only Headend

- Achieves the UL 2572 standard in order to connect to a fire alarm control panel and shut down in the event of an emergency.
- With 1 IP Address, the system's web server controls the masking and provides flexibility to access the system, monitor settings, manage zones and make other changes from virtually anywhere – on-site, off-site, or around the world.
- For facilities ONLY requiring sound masking in the space.

The primary sound source of the i.Net system is the Quad OP (Operating Platform) - a 1RU rack mount unitthat offers 4 OP's in 1, that produces, equalizes and distributes the sound.

Quad OP

- 4 i.Net OP's in 1U rack
- 128 speakers per unit
- Capability to daisy chain multiple units
- Front panel LCD and switches for adjusting the system and diagnostic information

Lencore's Music Page Interface 2 (MPI-2) Rack replaces all the bulky headend equipment that is associated with music and paging:

Music Page Interface 2 Rack

- 1 RU rack mountable unit
- Up to 99 individual zones for paging using standard DTMF tones through a POTS telephone line
- Programmed for all-call and emergency broadcast paging
- Fine tuning capabilities
- Up to 1.5 million square feet of space through a single device

Lencore offers the highest quality speakers in the sound masking industry with the widest dispersion that perfectly reproduces the finest masking sound. Our superior sound quality outperforms competitive systems to deliver more privacy, greater comfort and improved safety.
i.Net offers in-plenum and direct fired speakers to suit all ceiling applications and types. Ethernet-jack style connectors are integrated into each speaker and OP, eliminating the need to strip and connect wires, reducing installation time.

In-Plenum

Decorative Pendant

Tangent

Swivel Mount

Ceiling Plate

Solid Drive

Stand Alone System.

Lencore offers a separate, all-inclusive unit for stand alone facilities such as clinics, pharmacies, doctor's and dentist's offices and more. This system, Gold, delivers the same great sound but is not expandable like the i.Net system.

Gold All-Inclusive Unit

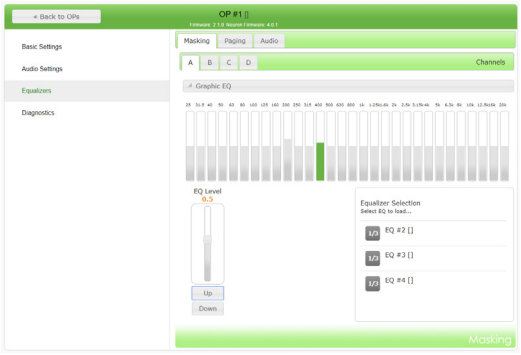
Gold is ideal for:

- Facilities under 12,000 square feet
- Spaces that need a layer of speech privacy (HIPAA) and comfort
- Areas where background music improves the patient experience

System Control - System Manager

On-site, off-site or around the world, i.Net® and Gold offer unprecedented system access, zoning and control while providing superior sound quality for sound masking, paging and audio systems. Designed with healthcare facilities and nursing staff in mind, the System Manager allows users to easily adjust the system settings from a computer or smart device.

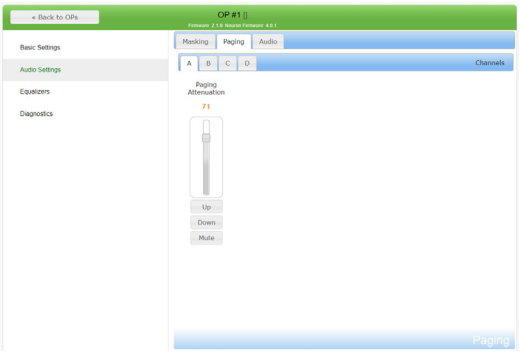
The System Manager is included with every i.Net and Gold System and is based on an open-architecture software platform. This program monitors and provides instant access to adjust all controls. Our user friendly interface is housed on the internal web server and can be accessed remotely through a password protected portal or through a direct connection at the controller.



System Manager

Use System Manager to:

- Change group settings for sound masking, paging and audio
- Adjust a variety of volume, control and equalization settings within both channels and zones for masking paging and audio
- Control the system wirelessly



About NFPA72 & UL 2572

The National Fire Protection Association (NFPA) is the governing code body devoted to eliminating death, injury, property and economic loss due to fire, electrical and related hazards. One of the codes, NFPA 72: Fire Alarm and Signaling, specifically addresses mass notification systems. Highlights from NFPA 72 include the establishment of combination systems, equipment performance, supervision and interconnectivity of systems, shut down of ambient noise, and emergency communications requirements.

Underwriters Laboratories (UL) is a safety consulting and certification company focused on the establishment of safety standards for electrical devices and components. Since NFPA 72 Chapter 24 permits the interconnection of Life Safety equipment with other non-performance based systems, UL2572 provides requirements as well as guidance on how this can be achieved without impacting the integrity of a certified Life Safety system.

The i.Net Rack Unit is built to interface with a Fire Alarm Control Panel (FACP) in order to shut down the sound masking as per the NFPA72 code requirement.

Lencore manufactures system solutions for Sound Masking, Paging and Audio with applications in a variety of industries, delivering speech privacy and productivity, with exceptional comfort.

Founded in 1990, Lencore has installed sound masking, paging and audio systems for thousands of companies in over hundreds of millions of square feet across the United States and around the world.

With the most advanced technology and by offering more choices with proven results, Lencore is in the position to meet the challenges and demands that affect your facility.

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i.Net® System Meets UL 2572 / ULC S576 Standard

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