

Recommendations

	Organizational Readiness	Pre-Design	Design	Construction	Occupancy	Access	Waiting/Registration	Exam/Consulting	Procedure	Discharge/Checkout	Staff areas	Operational issues
Consider informational kiosks within lobby/check-in space to highlight wellness initiatives, informational guides on building, and access to other clinic programs	x	x	x	x	x	x	x					
Consider using integrated wayfinding strategies that communicate information to patients and families from different cultures	x	x	x	x	x	x						
Design clinic to support team based practice	x	x	x	x	x							x
Design exam rooms/procedure space to include multiple caregivers as a part of the care-giving process	x	x	x	x	x			x	x			
Identify impact of moving to electronic health records on both technology needs and space needs	x	x	x	x	x							x
Provide connection to nature and natural elements	x	x	x	x	x	x	x	x	x		x	
Use state-of-the-art technologies to improve infrastructure for telemedicine; and improve visual and audio quality of video conferencing by using proper lighting, finish materials, and equipments	x	x	x	x	x	x		x	x		x	
Provide age-appropriate positive distractions and entertainment/activities (e.g. pediatric clinic serves various age groups from 0-18)	x	x	x		x		x					
Consider adequacy of spaces for affiliated non-traditional staff	x	x	x								x	
Enable clinic to be a one-stop shop (lab, x-ray, dental, behavioral, medical, pharmacy)	x	x	x			x						
Locate site near public transportation routes and consider the location of the clinic within the community to enable easy access and integration with community activities	x	x				x						
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Maximize staff participation in building design and programming process	x	x									x	
Prepare for future scenarios through a Master Plan that documents physical expansion options while considering green and sustainable energy initiatives included to reduce long-term costs	x	x				x						
Consider decentralized nursing stations	x		x	x	x							x
Consider electronic sign-in kiosks to enable a quicker registration processes	x		x	x	x	x	x					
Consider separate entry/exit for mental health patients		x	x	x	x	x				x		
Ensure there are multiple areas for waiting (outside, inside, and overflow)		x	x	x	x		x					
Lower the power differential between provider and patient within the exam room through furniture selections and adjustable features on technological equipment.		x	x	x	x			x	x			
Provide secure access for staff-only areas		x	x	x	x						x	
Consider sight angles into and out of rooms for visual privacy		x	x	x				x	x			
Design a modular grid system to allow for "plug and play" development of spaces and room types		x	x	x				x	x			
Design additional capacity into systems for HVAC and electrical systems (20 percent overcapacity in HVAC and 30 percent output of electrical power)		x	x	x				x	x			

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Design horizontal and vertical circulation to encompass future expansion options; ensure furniture is easy to fit into most parts of the building, is easy to adapt to technical installations (modular systems), and is easy to move around		x	x	x		x						
Provide ample space for family within exam and procedure rooms		x	x	x				x	x			
Incorporate group care rooms		x	x		x	x						x
Consider appropriate rates of illumination for tasks to be conducted accurately		x	x					x	x		x	
Consider layout and ergonomics that can make work patterns more efficient (e.g. circular layout for pharmacy for dispensing medicines quickly and efficiently)		x	x					x	x		x	
Improve team collaboration by locating team spaces close to individual workspaces, increasing visual connection between workspaces and providing informal meeting spaces		x	x								x	
Reinforce community commitment through the selection of interior aesthetics, including artwork and color preferences from multiple patient populations represented in the clinic		x	x			x						
Use zoning to separate public, treatment, and staff functions to improve internal circulation and privacy		x	x			x						
Consider large rooms/ spaces to function for multiple purposes such as community events and educations classes		x				x						
Create welcoming environment for patients and families by reducing environmental stressors, providing positive nature distractions, and improving spaces and amenities for families			x	x	x	x	x	x	x	x	x	
Identify clear spatial boundaries for waiting areas that are distinguished from adjacent circulation paths			x	x	x		x					
Provide a designated computer workstation or "place to plug in" for all staff			x	x	x						x	
Provide large waiting areas, consultation spaces, and exam rooms to accommodate patients and accompanying family members			x	x	x		x	x				
Provide positive distractions for patients and families in waiting areas including: culturally relevant artwork, reading materials in different			x	x	x		x	x				
Standardize placement of equipment and supplies within treatment and			x	x	x			x	x			
Consider acoustic properties of materials selected for waiting, check-in, and communal spaces to aid in minimizing noise			x	x			x				x	
Design capacity in egress stairs and hallway widths that are satisfactory according to current regulations and standards for several different building purposes			x	x		x						
Design connections for walls, doors and windows that are easy to mount and take down			x	x			x	x	x	x	x	
Design floors to handle extensive dead loads (storage) and design floors to handle extensive live loads (community activity center) for probable functionality changes in the future			x	x			x	x	x		x	
Design furniture and fixed cabinetry with correct ergonomic solutions			x	x				x	x		x	
Maximize unused space within exam rooms (e.g. chamfered corners)			x	x				x				
Optimize access to daylight within exam and procedure spaces			x	x					x			
Provide a variety of lighting options (controlled, natural, skylights) throughout the clinic space			x	x			x					
Provide computers (with internet connection) within waiting areas and/or community rooms			x		x		x					

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Standardize technology and equipment to allow movement into different areas for flexibility in function			x		x	x	x	x	x	x	x	
Use simple (as opposed to medical) terms to indicate locations and provide information in multiple languages (depending on key patient populations served) and use universal symbols supplemented with text and numbers when designing signs in a multicultural setting			x		x	x						
Use televisions and/or monitors as a positive distraction outlet. Consider thoughtful programming such as wellness channels or nature view images.			x		x		x					
Ensure entryways are all well-lit and secure			x			x						
features for easier wayfinding				x	x	x						
Provide bike racks and walking paths around and near clinic facilities				x	x	x						

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