

This is an extra resource to go along with the original article: Creating an Efficient Medical Office Design

- 1. Pass through your office as a patient would. Find the spots that hang you up.
- 2. Create a loop for patients to follow so traffic flows the same direction.
- 3. Place reception within easy eyesight of the door so patients aren't confused.
- 4. Make bathrooms clearly visible from any part of your office.
- 5. Add appropriate signage all over your practice that lead patients to reception and billing.
- 6. Clearly mark your emergency exits.
- 7. Move workstations to a central location so staff don't have to go far.
- 8. Define duties of your reception staff so patients go to the right person for help.
- 9. In large offices, designate physicians to "pods" for quick patient flow.
- 10. Remove unnecessary or large furniture or decorative elements.
- 11. Clearly label all rooms near their doors (with "no admittance" signs on protected areas).
- 12. Keep tools and supplies in a central location.
- 13. Don't use exam rooms for non-medical purposes, like education consultations.
- 14. Use strong lighting in exam rooms and comfortable lighting in waiting areas.
- 15. Keep necessary equipment in exam rooms so staff don't have to hunt around the office.
- 16. Have staff use a separate entrance so they can come and go quickly.
- 17. Use electronic medical records to save space.
- 18. Use software to manage healthcare provider workflows to keep everyone moving.



- 19. Use desktop machines (printers, copiers, fax, etc.) so reception can stay in one place.
- 20. Have one unused exam room to handle periods of overflow.
- 21. Exam room doors should open inward so patients are not accidentally exposed.
- 22. Use counter-height tables and workstations for staff on-the-go.
- 23. Instruct staff to be clear when they direct patients where to go.
- 24. Avoid cramming decorative items into every space. Open space is OK!
- 25. Use cool and relaxing colors, like blues and yellows.