

Quality Patient Experience Tool

How Patient-Friendly Is Your Office Environment? This Checklist Will Tell You.



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Your office ambience, furniture, and equipment influences each patient's mood, anxiety level and comfort. Your space needs to be flexible enough to accommodate changing technology and procedure options. Your location is best when it's accessible, convenient and close to related services. Your space needs to foster efficiency for your clinical and non-clinical staff. Also, you need to ensure privacy, confidentiality, sanitation, security, comfort and more. It's a juggling act to consider the many specifications that make your environment optimal for patients.

Have your staff and a few patients complete the following audit to determine strengths and improvement opportunities related to your office environment. Some improvement opportunities cost you nothing to address, while others have a cost, but might merit a place on your punch list the next time you decide to invest in environmental improvements.

		YES	NO	Notes
1.	Is the name of your building obvious and easy to read from several angles?			
2.	Is parking clearly marked, close-by and well-lighted?			
3.	Is it easy and safe for someone to drop off a patient?			
4.	Are the drop-off area, the main entrance, and route to your offices barrier-free?			
5.	Are there taxis available nearby or a method for calling taxis as needed?			
6.	Once people enter your building, can they easily find your services?			
7.	Is your reception desk positioned so that your staff are quick to acknowledge people as they enter?			
8.	Do you have no-glare lighting and no-glare coverings on counters and surfaces?			
9.	Does your reception area have shelves, hooks, or closets for the personal items of patients and their companions?			
10	Do you provide specially designed areas conducive to reading, child's play, and conversation as people are waiting?			

11	Do you have a play area with toys/materials that are durable, safe and usable by more than one child at a time?			
12	Does the waiting area have windows to the outside and to the hallway?			
13	If you have a TV in the waiting area, is it positioned so that not everyone has to watch and hear it?			
14	Are chairs arranged so that people can sit alone or in comfortably close groups, as they choose?			
15	Are your exam and treatment rooms decorated in a way that is comfortable, colorful, and non-institutional?			
16	Is there a phone available for patients and family members?			
17	Do people find your waiting area comfortable during a long wait?			
18	Is your waiting area upbeat and bright?			
19	Do you have patient education materials easily accessible to people who are waiting?			
20	Do you have private offices, cubicles or partitions that provide privacy when needed?			
21	Do rooms where people undress have doors the patient can lock or ways the patient can indicate <i>Occupied—do not disturb</i> ?			
22	Do you have trash receptacles available in your waiting area?			
23	Do furniture arrangements facilitate eye contact between people talking with one another without barriers?			
24	Do you have easy-to-read clocks in reception and exam rooms?			
25	Do you have a convenient bathroom and drinking water for people in the waiting area and patients who are gowned?			
26	Do you have a place for people to put their clothes and personal items when they undress, such as hooks, hangers, shelves, and hampers?			
27	Are exam and treatment rooms soundproof enough, so people can't hear what's happening from one room to another?			
28	Do you have an extra chair in exam rooms for a family member or companion?			
29	Do you have furniture comfortable for people who are obese, such as sturdy open-arm chairs and firm sofas?			
30	Do you have some chairs with arms that provide support for people who need it when they sit down or stand up?			
31	Do you have body scales with a capacity of 300+ pounds?			

32	Do you have step stools with handle bars?			
33	Do you have exam tables accessible to all --wide tables with adjustable heights?			
34	Do you have large gowns, so patients of any size can avoid a struggle to cover themselves?			
35	Are your floors clear of throw rugs or uneven seams that cause people with walkers or less-than-perfect eyesight to trip?			
36	Are the signs leading to and within your offices in colors visible to color-blind people?			
37	Are the signs leading to and within your offices in neat, large and bold print for easy reading?			
38	Do you have non-slip floors?			
39	Are walkways clear, so people with walkers and wheelchairs can get by?			
40	Do you have free wireless internet available to people who are waiting?			
41	Do the office acoustics contain the noise level and also make it easy for hard-of-hearing people to distinguish sounds?			
42	Are the doors in your office ones that stay open long enough for people to enter and exit easily before they close?			
43	Are areas visible to people in the reception area free of clutter?			
44	Do all areas appear clean?			
45	Do all areas appear organized?			