



Guidelines for an ideal layout for an outpatient department

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Outpatient Department

A Hospital Department where patients receive diagnosis and/or treatment but do not stay overnight.

- Forms **mirror to capabilities & core concepts to patients** who come into the hospital the 1st time.
- **1st Place where patients encounter & interact** with hospital on a one-on-one basis



Progression of Economic Value

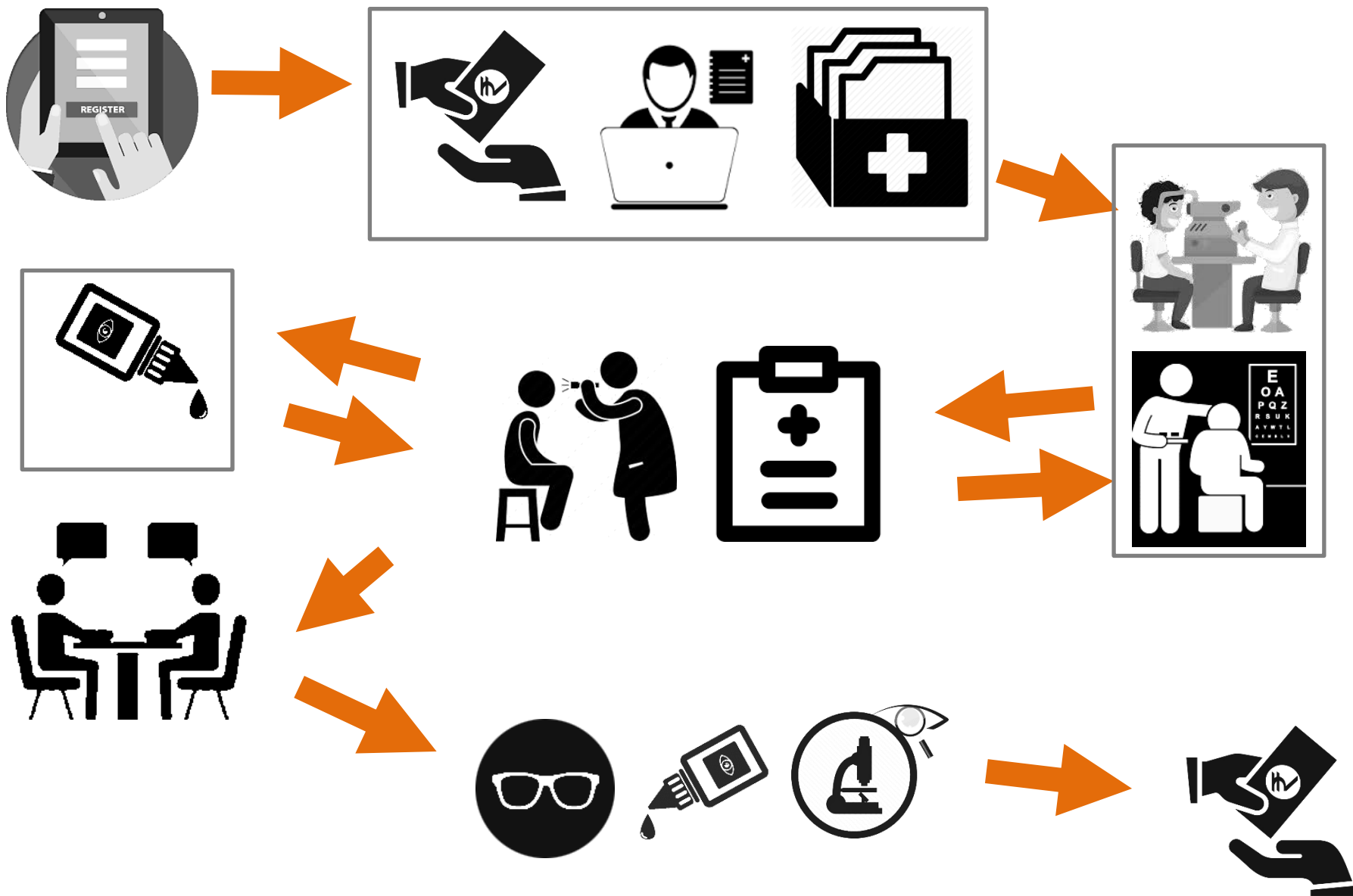




Ideal (Quality)
= Elephant

We are the
6 Blind Men







Vision Centre

Eye Clinic

Eye Hospital

Mission & Vision

Funding

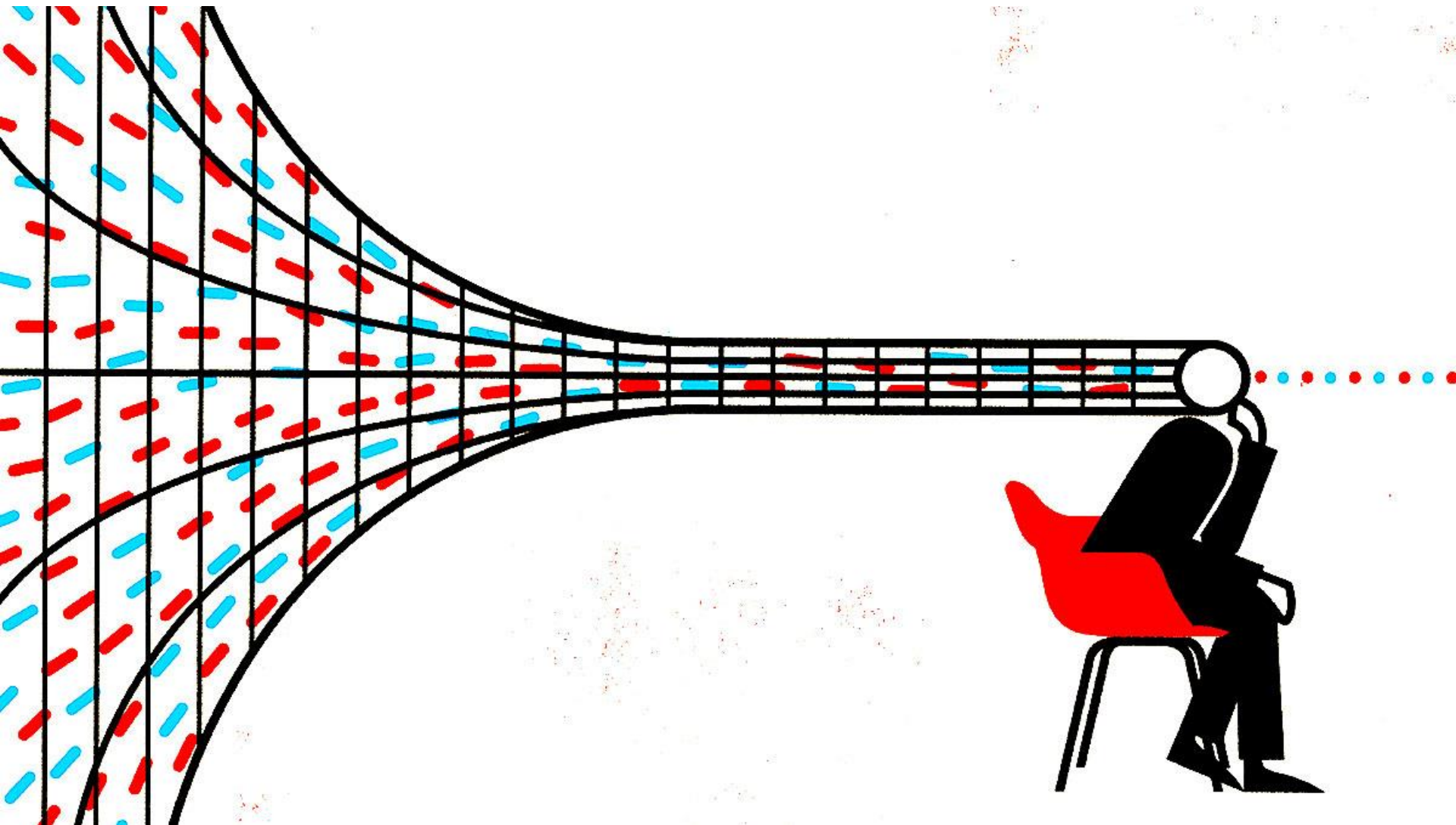
Positioning

Scope of Services

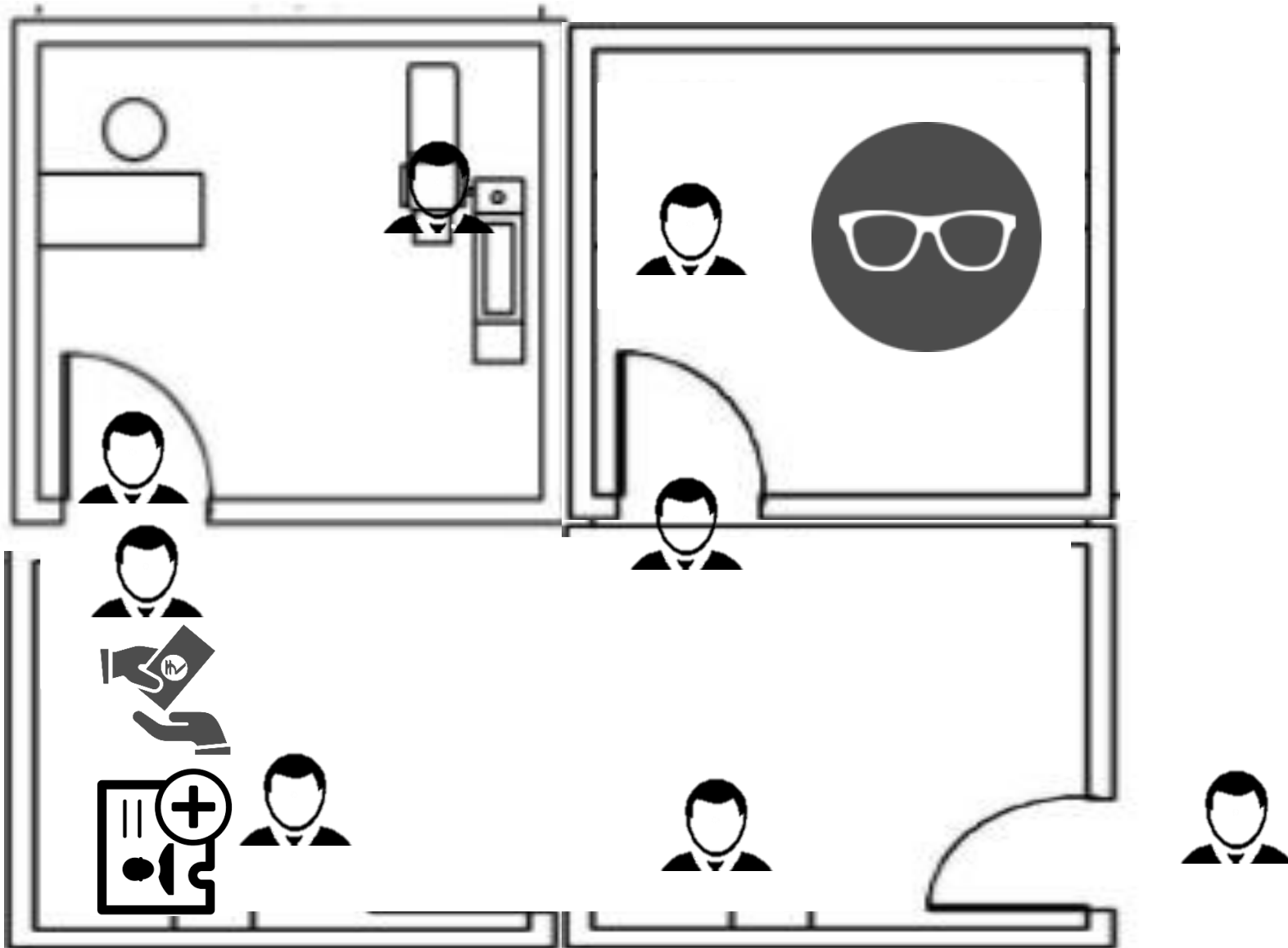
Clientele



1 **ONE** **DOES** **NOT** **FIT** **ALL**



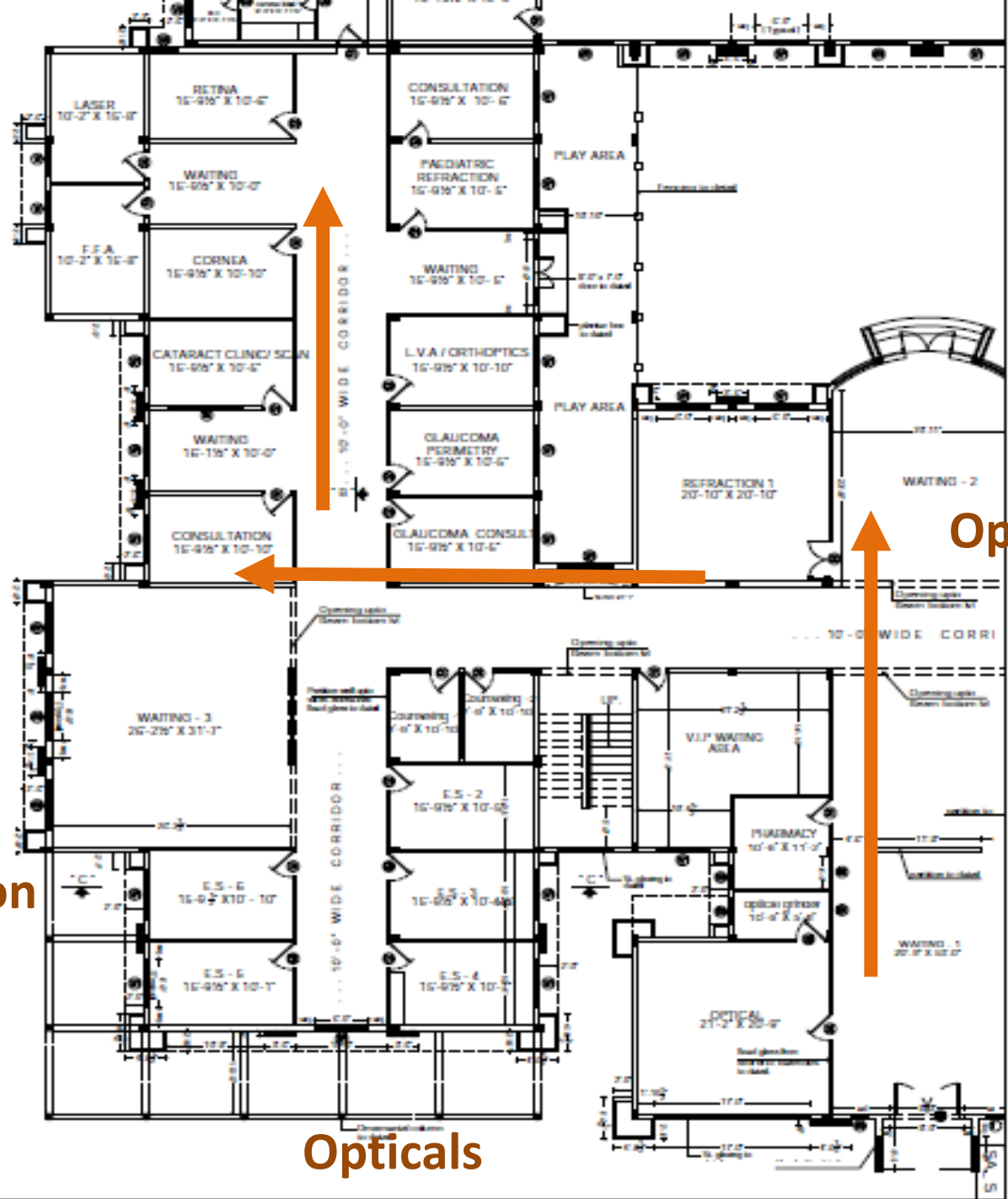
<https://hbr.org/2017/08/health-care-providers-can-use-design-thinking-to-improve-patient-experiences>







Specialty

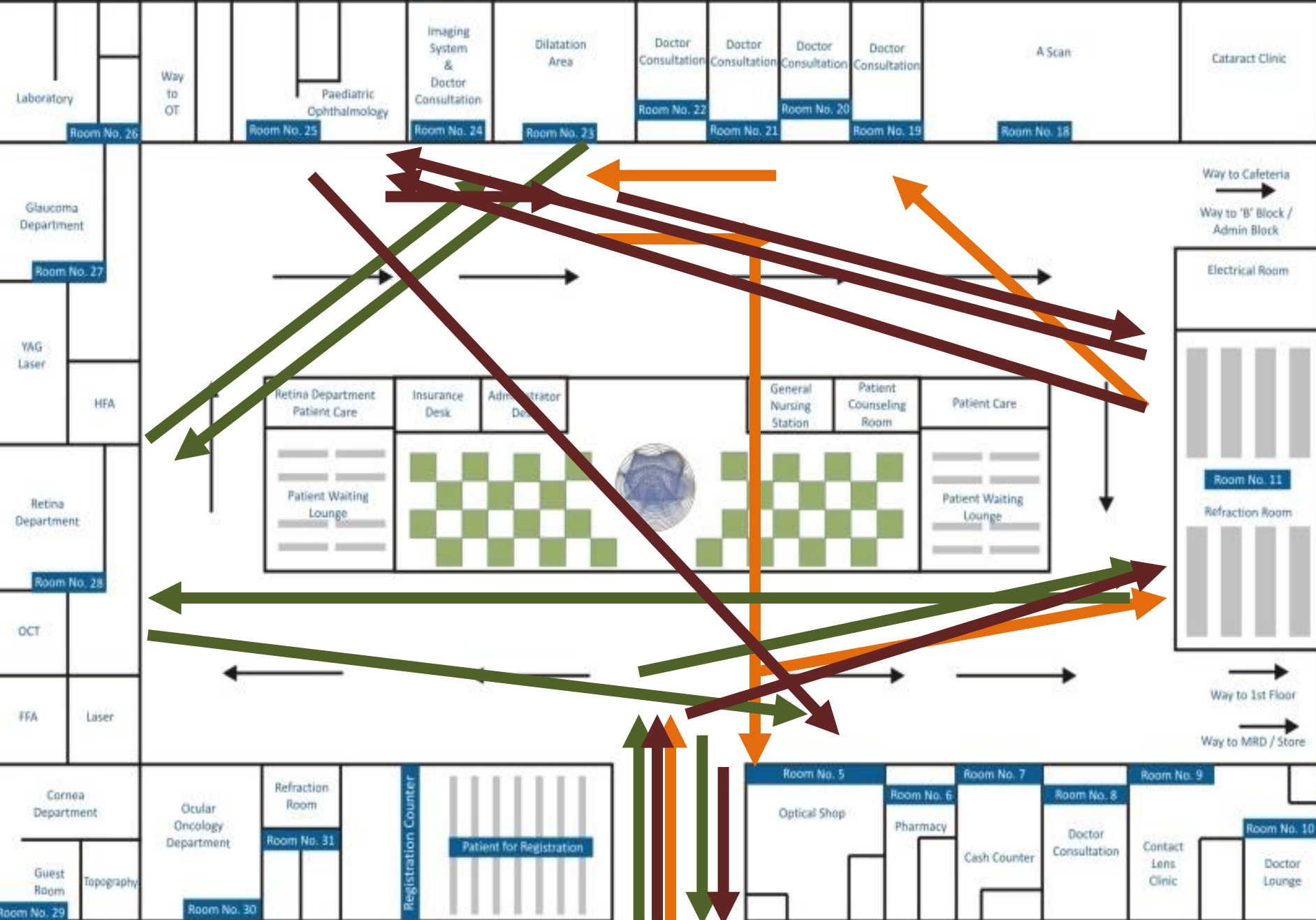


Optometry

Consultation

Opticals

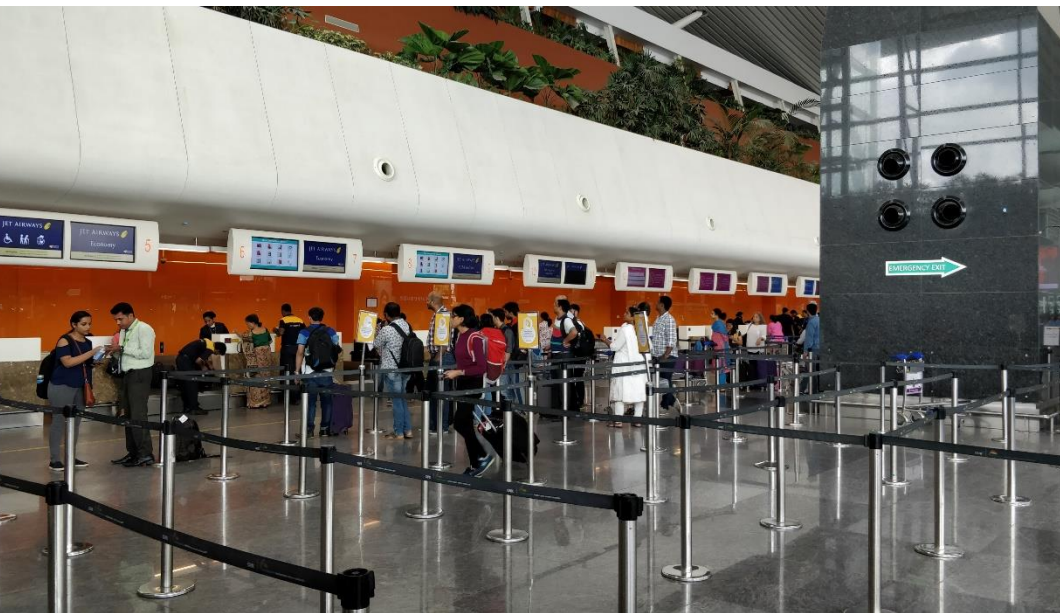
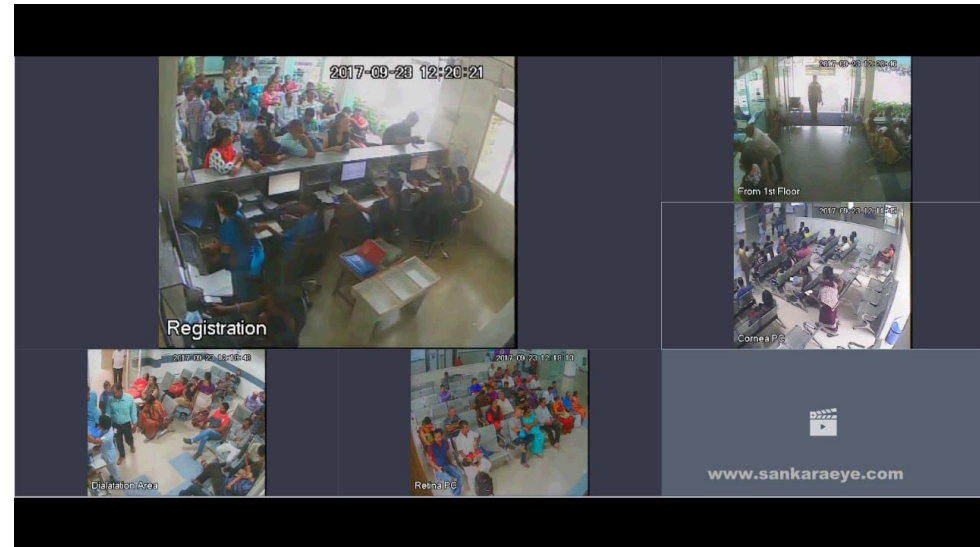


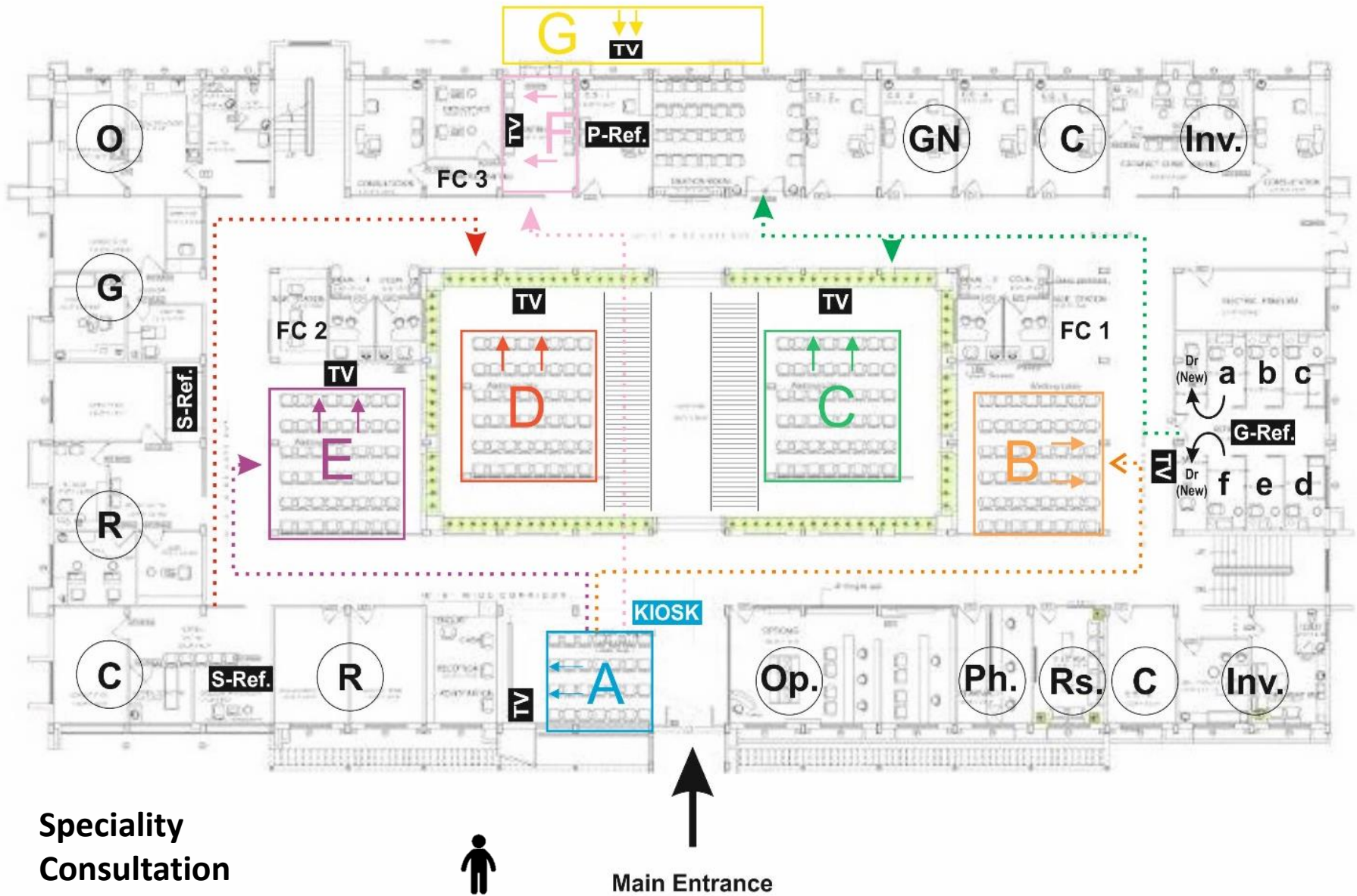




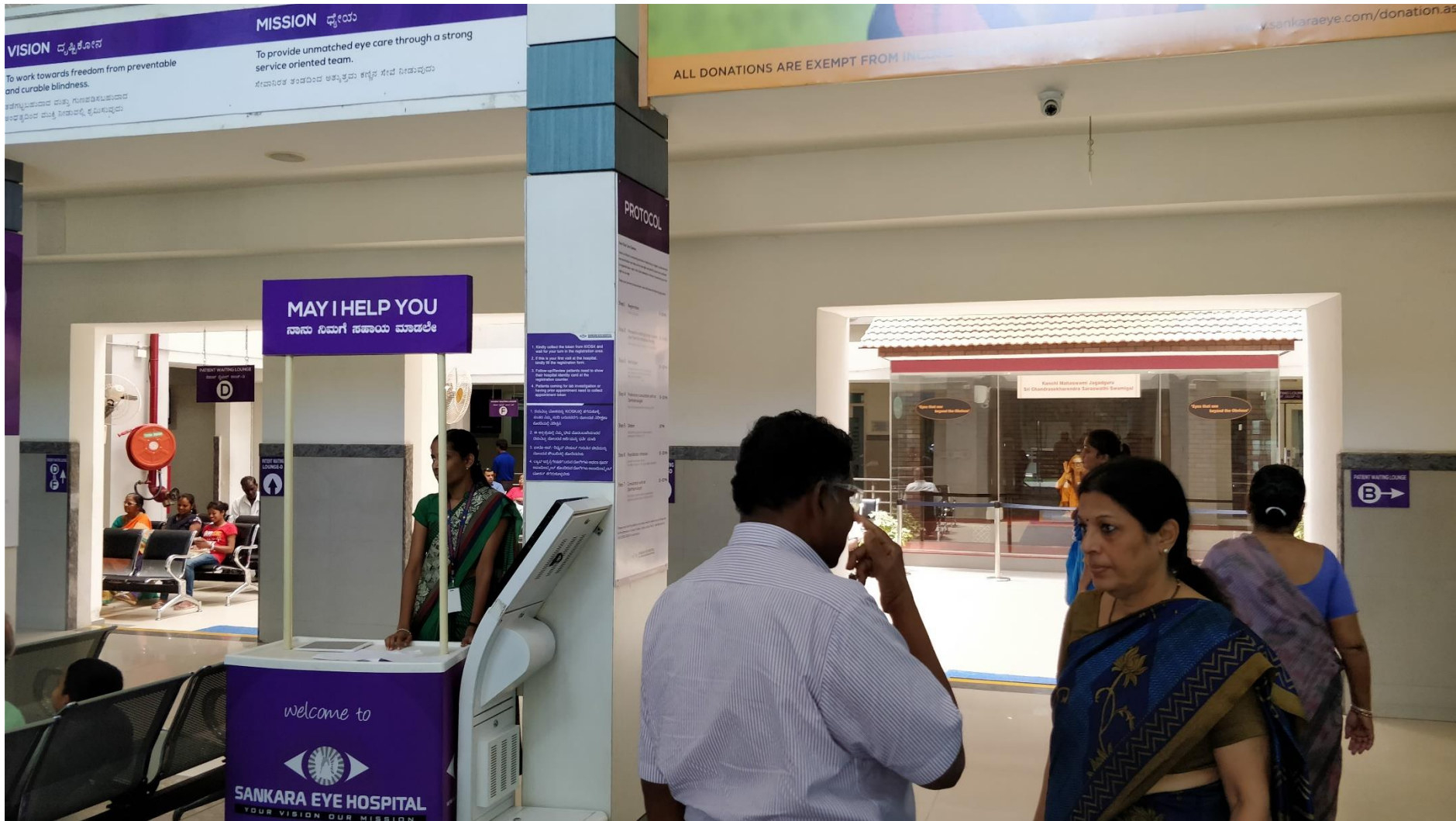


WHY AM I FEELING
LOST?

















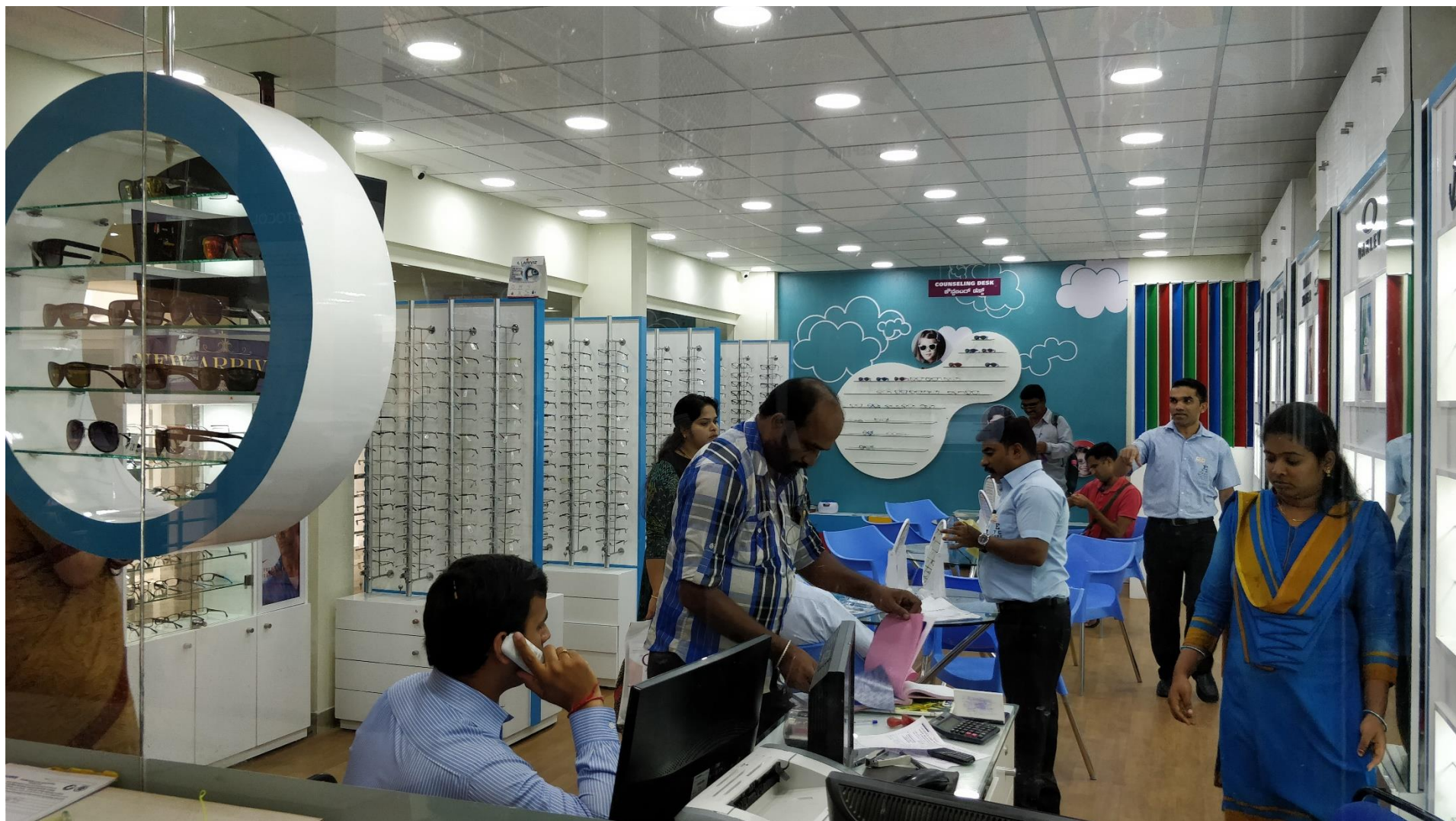








other support departments/ work area



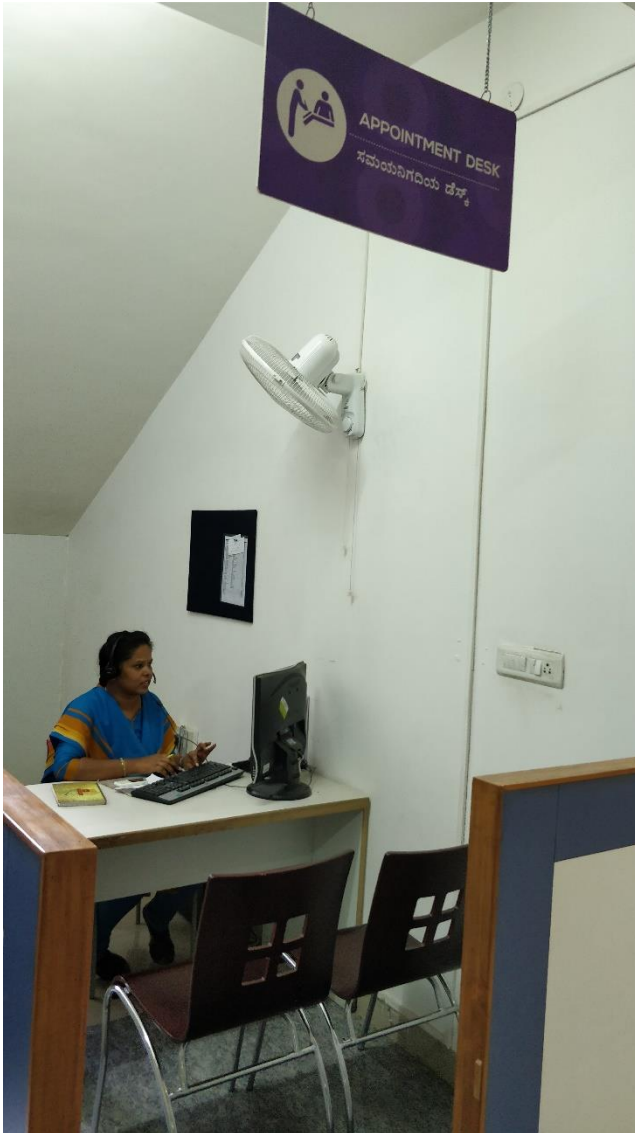


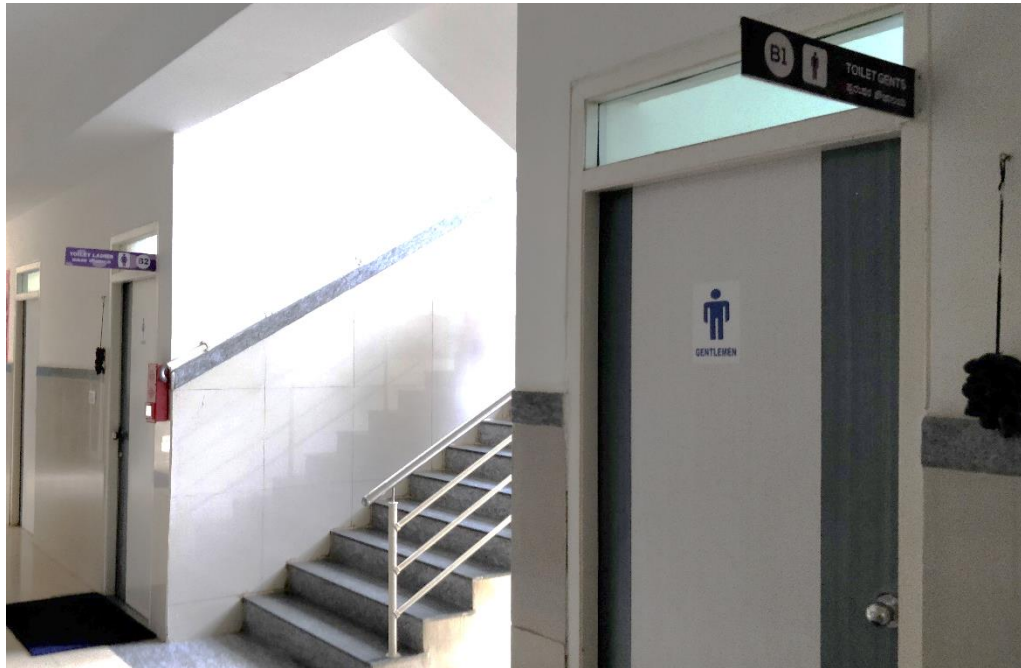
Sample Collection

Diagnostics



Appointment Desk Insurance Facilitation





Toilets
Water
Fire Extinguishers
Car Parking !!



Keep them Occupied

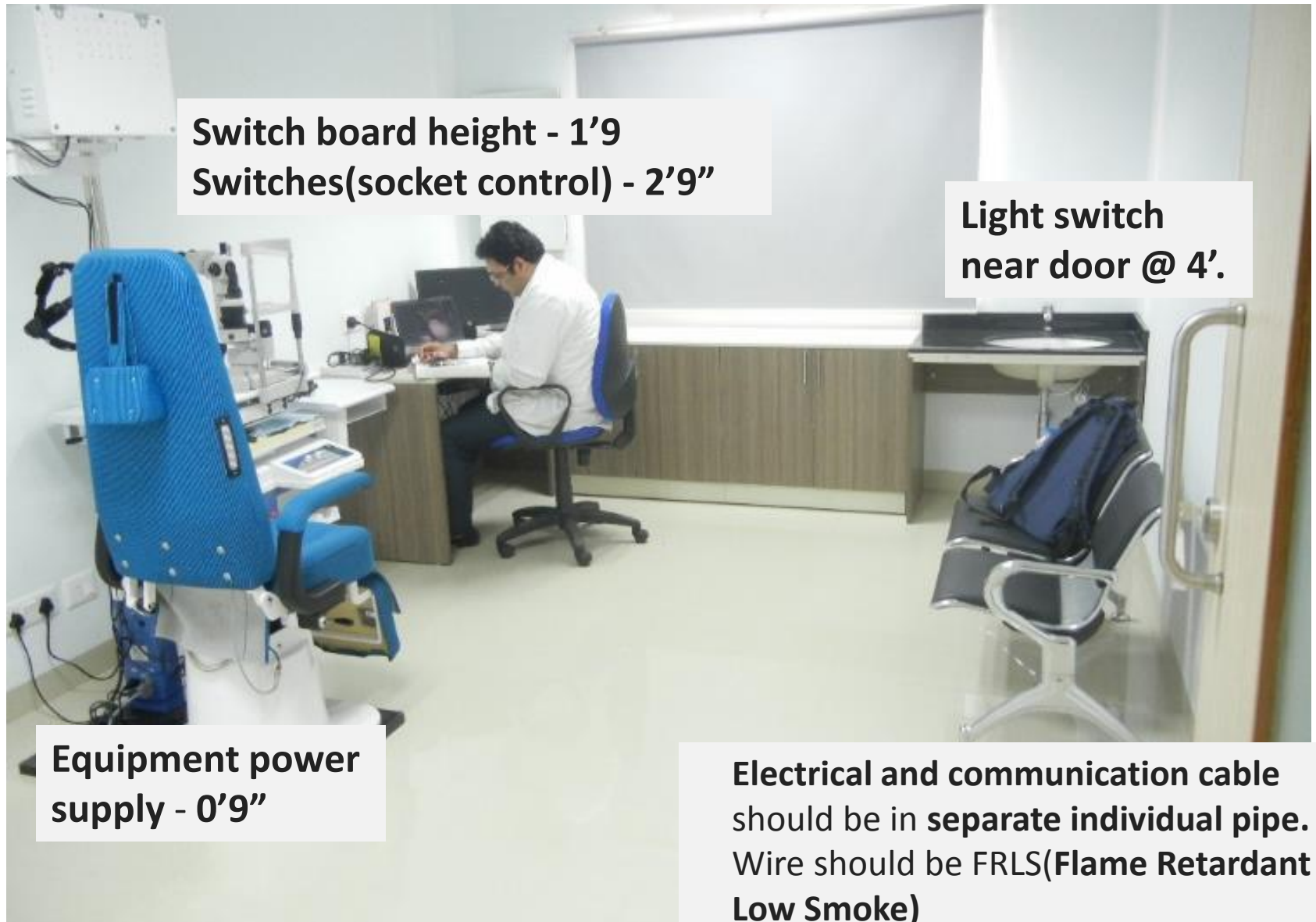
Wifi

Cafeteria

Children Play Area

Amenities









Corridors



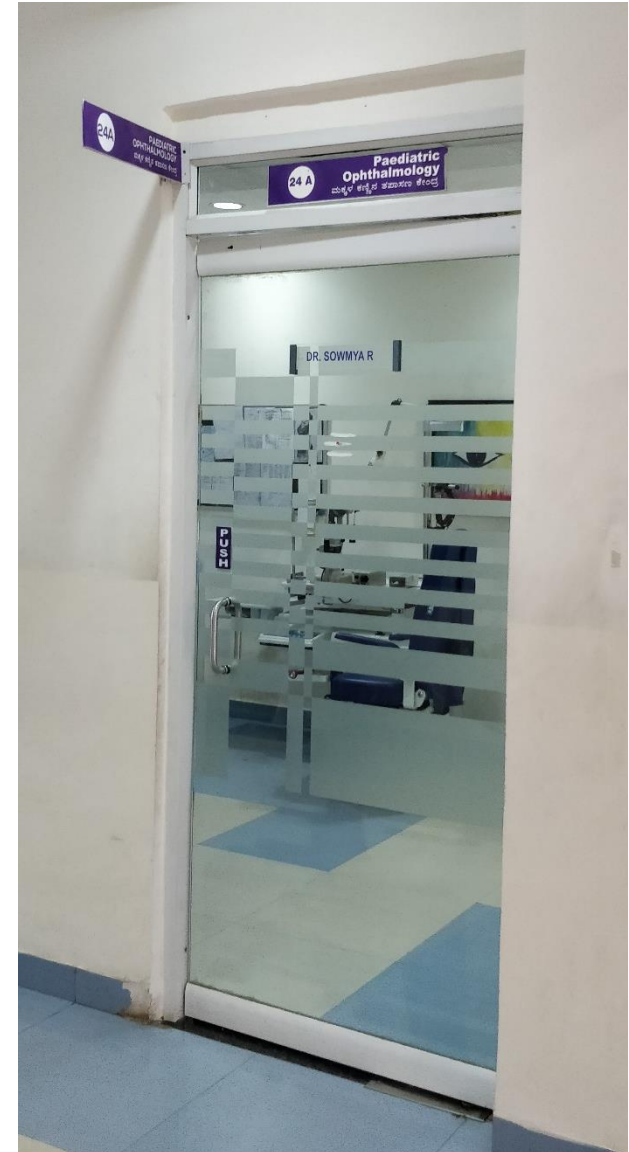
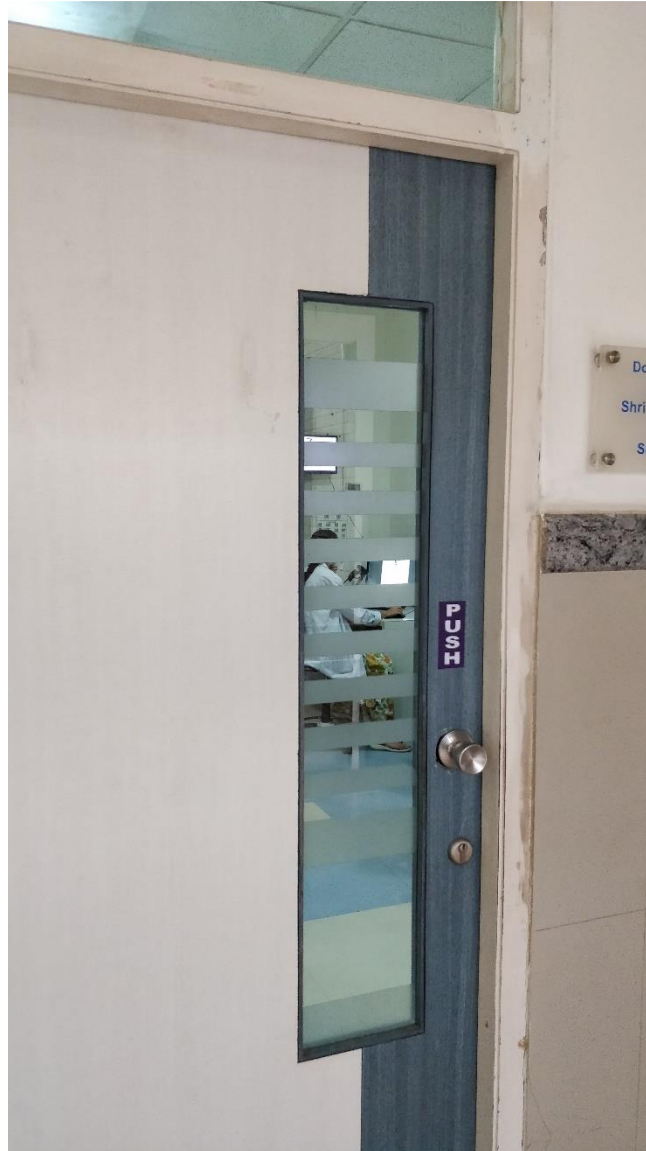
10 feet wide
If long then light / Use Emotional
Graphics





Doors

- No Inner Threshold
- Wheel Chair Access
- Ability to See Through





Plan Ahead





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