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 1\(^{st}\) time.
- 1\(^{st}\) **Place where patients encounter & interact** with hospital on a one-on-one basis.
Progression of Economic Value

- **Commodities**
  - Extract
  - Agrarian Economy

- **Goods**
  - Make
  - Industrial Economy

- **Services**
  - Deliver
  - Service Economy

- **Experiences**
  - Stage
  - Experience Economy
Ideal (Quality) = Elephant

We are the 6 Blind Men
Vision Centre
Eye Clinic
Eye Hospital

- Mission & Vision
- Funding
- Positioning
- Scope of Services
- Clientele
1 size does not fit all
https://hbr.org/2017/08/health-care-providers-can-use-design-thinking-to-improve-patient-experiences
WHY AM I FEELING LOST?
Strict Quality Control Guidelines to take care of Patient's Optical Requirements as recommended by Eye Doctor (Ophthalmologist)

100% Satisfaction Guarantee & 50% Breakage Replacement for all Customers

Spectacles for all Family Members. Special KIDS Spectacles which are Durable, Colourful & Light Weight are also available

Multiple Quality checks conducted before delivery of Spectacles

Well-Trained and Knowledgeable Staff. All our staff undergoes rigorous training before they can Dispense Spectacles to patients

We Offer Value-For-Money Spectacles which are recommended by Doctors

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other support departments/ work area
Diagnostics

Sample Collection
Appointment Desk
Insurance Facilitation
Toilets
Water
Fire Extinguishers
Car Parking !!
Keep them Occupied

Wifi
Cafeteria
Children Play Area
Switch board height - 1’9
Switches(socket control) - 2’9”

Light switch near door @ 4’.

Equipment power supply - 0’9”

Electrical and communication cable should be in separate individual pipe. Wire should be FRLS(Flame Retardant Low Smoke)
Corridors

10 feet wide
If long then light / Use Emotional Graphics
Doors

• No Inner Threshold
• Wheel Chair Access
• Ability to See Through
Plan Ahead ......
WE WANT EVERYONE TO SEE THE RAINBOW