



Category 4: Facilities

OPTIONAL

4.6 Separate species in reception area.

- Separate waiting rooms are ideal for dogs and cats to reduce anxiety for each species. This may be achieved with a wall or partial divider.
- For hospitals that cannot physically separate dogs and cats, a visual block may be erected between dog and cat areas of the waiting room. This may be achieved with furniture or screens. Visual block should extend above the eye level of all patients to be effective.
- Separate entries for dogs and cats: the most extreme of the species separation. This is ideal for dogs and cats but may not be an ideal solution for all types of practices.

OPTIONAL

4.7 Reduce wait times for patients in reception.

- Alternative Check-In Methods
 - Non-Audible Paging Systems. These can be used to notify staff of a client's arrival or for the practice to notify the client when the exam room is ready.
 - Client either checks in at lobby when arriving or texts from the car once in the parking lot.
 - Practice either provides a restaurant-style buzzer or texts client when exam room is ready.
- Covered Outdoor Waiting Areas
 - Provide a covered waiting porch to be used in pleasant weather.
- Alternative Access into the Building
 - Provide doors directly to one or more exam rooms to provide an option for a fearful patient to come into exam rooms without going through the lobby.
 - If providing this option to clients, provide secondary fencing around the exam room door to ensure patients cannot escape.
- Ensure the method(s) used are safe for clients and patients.