



Category 4: Facilities

OPTIONAL

4.4 Reduce wait times for patients in the lobby

Practice must provide **at least of one (1)** of the following methods for reducing waiting times for patients in the lobby to attain the 80 points.

- Alternative check-in methods
- Outdoor covered waiting areas
- Alternate access into the building (e.g. door directly to exam room from outside)

Equipment and Supplies

If utilizing alternative methods for check-in, some tools may be used such as:

- Restaurant-style buzzers for clients to carry and return or non-audible paging systems

Examples and Compliance Paths

Any of the methods listed is acceptable as a compliance path to achieve this standard if the practice can provide reduced waiting times at any given time. For example, if the practice provides outdoor covered waiting, another method may be required during inclement weather.

- Alternative Check-In Methods
 - o 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 examination 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 examination room is ready.
- Outdoor Covered Waiting Areas
 - o Provide a covered waiting porch to be used in pleasant weather.
- Alternative Access into the Building
 - o 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.



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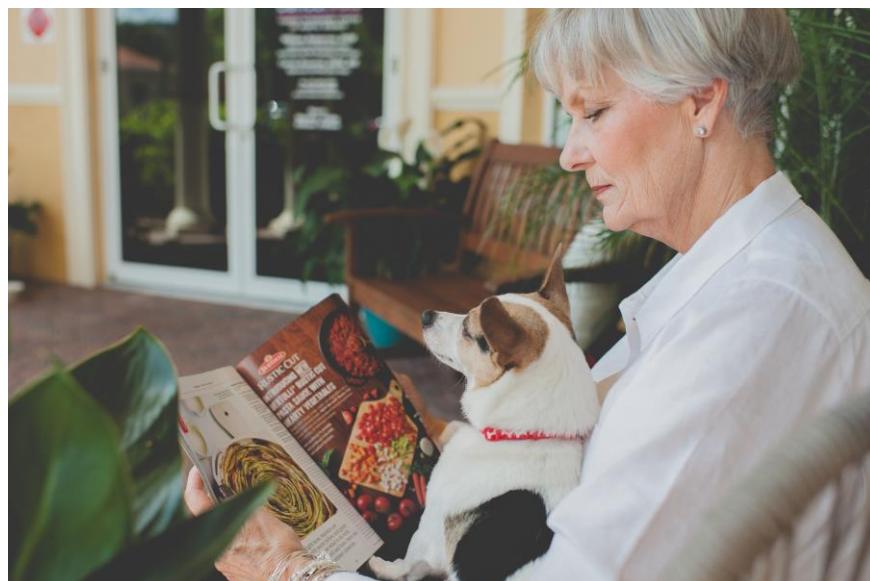
Scoring

Observational

Photo Examples



Exterior access examination room with fencing around. Credit: Foto Imagery / Tim Murphy



Exterior waiting porch. Credit: Anne Willette Photography



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Cautions

Ensure the method/s used are safe for clients and patients.

- The method does not put patients at risk. For example, if utilizing “direct to exam room” access, provide fencing to ensure patients cannot escape from exam rooms to a parking area or street.
- The method does not put clients at risk. For example, if using text notifications to communicate with clients, they should be encouraged not to text the hospital while in route but should text upon safe arrival.