What's Inside

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ACCESS TO BUILDING
An Ideal Walkway to Healing

1.1 Pedestrian Walkway
- A) Structure
- B) Handrails
- C) Seats
- D) Flooring

1.2 Lighting - Exterior
- A) Pedestrian Walkway
- B) External Stairways, Ramps and Hazardous Areas
- C) Signage

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APPROACH TO BUILDING
Adopting the Right Approach

2.1 Main Building Signage
2.2 Road Traffic Signage
2.3 Block Signage and Street Level Signage
2.4 Eye Level Signage at Drop-off Point

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THE DROP-OFF POINT
Making Drop-offs Stress Free

3.1 The Drop-off Point
3.2 Taxi Stand
3.3 Internal Shuttle Bus

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THE MAIN ENTRANCE
An Entrance That Assures Care

4.1 Entrance
4.2 Wheelchair Patient Priority Holding Area
4.3 Main Directory
4.4 Information Counter
4.5 Signage
4.6 Clarity Wall: "Your Visit Guide"

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REGISTRATION/PAYMENT/ PHARMACY COUNTERS
Designing Better Counters

5.1 Counters
5.2 Signage and Voice Announcement
5.3 Self-Registration Kiosks

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CONSULTATION ROOMS AND WAITING AREA

Waiting in Comfort

6.1 Waiting Area
- A) Walls and Ambience
- B) Flooring
- C) Chairs (Linked Chairs)
- D) Consultation Room Door
- E) Room Signage

6.2 Consultation Room
- A) Room Finishes
- B) Furniture
- C) Space

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COMMON AREAS

Making Public Areas Pleasant

7.1 Corridors and Seating
7.2 Handrail/Grab Bars
7.3 Common Areas
7.4 Stairs
7.5 Stairs for the Ambulant Disabled
7.6 Toilet Entrance
7.7 Toilet Design
7.8 Accessible Individual Washroom
7.9 Lighting - Interiors

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WAYFINDING

Finding Your Way Easily

8.1 Placement Principles
8.2 Structural Specifications
8.3 How to Plan the Listing of Services
8.4 Inclusions on Signage Panel
8.5 Text and Background Guide
8.6 Multilingual Usage Guide
8.7 Pictograms
8.8 Consistent Colour Applications
8.9 Choosing Effective Background Colours
8.10 Principles for Wall Messages
8.11 Case Studies I, II and III

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INPATIENT AREAS

Making Patients Feel More at Ease

9.1 Ward Entrance and Reception Area
9.2 Inpatient Ward Bed Spacing

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EXIT POINT

Leaving a Good Impression

10.1 Wayfinding
10.2 Car Park Directional Signage
10.3 Special Parking Lots and Amenities for Special Needs
10.4 Car Park Lobby/Doors
10.5 Cash/FlashPay Top-Up Facility
10.6 SOS Features

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- 10 Child-Friendly Features
- Meet the Workgroup
- Acknowledgements