

## 3.2 Primary Care Outpatient Centers

*Appendix material, which appears in shaded boxes at the bottom of the page, is advisory only.*

### 1 General Considerations

The primary care center provides comprehensive community outpatient medical services.

#### 1.1 Applicability

All standards set forth in Sections 1 through 5 of Chapter 3.1 (General, Diagnostic and Treatment Locations, Service Areas, Administrative and Public Areas, and Construction Standards) shall apply to primary care outpatient centers, with additions and modifications described herein. (See Chapter 3.3 for small primary (neighborhood) outpatient facilities.)

#### 1.2 Functional Program

The number and type of diagnostic, treatment, and administrative areas shall be sufficient to support the services and estimated patient load described in the functional program.

#### 1.3 Site

##### 1.3.1 Parking

Parking spaces for patients and family shall be provided at the rate of not less than two parking spaces for each examination and each treatment room. In addition, one space shall be provided for each of the maximum number of staff persons on duty at any one shift. Adjustments, as described in Section 3.1-1.7.2, shall be permitted where public parking, public transportation, etc., reduces the need for on-site parking.

### 2 Diagnostic and Treatment Locations

#### \*2.1 Examination and Treatment Rooms

**A2.1** Examination rooms and services as described in Section 3.1-2.1 may be provided. In addition, offices and/or practitioner consultation rooms may be combined with examination rooms.

#### 2.2 Imaging Facilities

Provisions shall be made for x-ray procedures as described in Section 3.1-2.2 in the Outpatient Facilities chapter. Services may be shared or provided by contract off-site.

#### 2.3 Laboratory Facilities

Provisions shall be made for laboratory procedures as described in Section 3.1-2.3 in the Outpatient Facilities chapter. Services may be shared or provided by contract off-site.

#### 2.4 Specimen Storage

Each outpatient unit shall have appropriate facilities for storage and refrigeration of blood, urine, and other specimens.

### 3 Administrative and Public Areas

#### 3.1 Public Areas

Public areas shall be situated for convenient access and designed to promote prompt accommodation of patient needs, with consideration for personal dignity.

##### 3.1.1 Entrances

**3.1.1.1** Entrances shall be well marked and at grade level.

**3.1.1.2** Where entrance lobby and/or elevators are shared with other tenants, travel to the outpatient unit shall be direct and accessible to the disabled. Except for passage through common doors, lobbies, or elevator stations, patients shall not be required to go through other occupied areas or outpatient service areas.

**3.1.1.3** Entrances shall be convenient to parking and accessible via public transportation.

##### 3.1.2 Reception

**3.1.2.1** Reception/information counter. A reception and information counter or desk shall be located to provide visual control of the entrance to the outpatient unit and shall be immediately apparent from that entrance.

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**3.1.2.2 Control counter.** A control counter shall be provided with access to patient files and records for scheduling of services. This shall be permitted to be part of the reception, information, and waiting room control.

### 3.1.3 Waiting Area

**3.1.3.1** The waiting area for patients and escorts shall be under staff control.

**3.1.3.2** The seating area shall contain not fewer than two spaces for each examination and/or treatment room.

**3.1.3.3** Where the outpatient unit has a formal pediatrics service, a separate, controlled area for pediatric patients shall be provided.

**3.1.3.4** Wheelchairs shall be accommodated within the waiting area.

### 3.1.4 Provisions for Drinking Water

Drinking water shall be available for waiting patients. In shared facilities, provisions for drinking water may be outside the outpatient area if convenient for use.

## 3.2 Administrative Areas

Each primary care outpatient facility shall make provisions to support administrative activities, filing, and clerical work as appropriate. (See also Section 3.1-4.2.) Administrative areas provided shall include the following:

### 3.2.1 Office(s)

**3.2.1.1** Office(s), separate and enclosed, with provisions for privacy shall be provided.

**3.2.1.2** Clerical space or rooms for typing and clerical work shall be provided separate from public areas to ensure confidentiality.

### 3.2.3 Multipurpose Rooms

Multiuse rooms for conferences, meetings, and health education shall be provided. One room may be primarily for staff use but also available for public access as needed. In smaller facilities, the room may also serve for consultation and other purposes.

### 3.2.4 Medical Records

Filing cabinets and storage shall be provided for the safe and secure storage of patient records with provisions for ready retrieval.

### 3.2.5 Supply Storage

Office supply storage (closets or cabinets) shall be provided within or convenient to administrative areas.

### 3.2.6 Support Areas for Staff

A staff toilet and lounge in addition to and separate from public and patient facilities.

## 4 Building Systems

### 4.1 Plumbing

All standards set forth in Section 3.1-7.1 of the Outpatient Facilities shall be met.

### 4.2 Heating, Ventilating, and Air-Conditioning Systems

All standards set forth in Section 3.1-7.2 of the Outpatient Facilities chapter shall be met.