



## Facility audit

### Outpatient and waiting areas

This audit module is designed to look at outpatient and other designated patient waiting areas.

Some suggestions for improvement would take some budget and/or timeframe to implement, while some may be able to be changed quickly and with minimal budget. It is not intended for major refurbishments or new builds.

You may use this audit module on its own or as part of a broader audit of other parts of the facility. We suggest completing it with the other facility audits to enhance your understanding of how to improve the environment for older people.

This audit module contains 13 questions and will take approximately 15 – 20 minutes to complete.

Some questions may not be relevant. Where this is the case, there is an option to select 'not applicable', however please complete as many questions as possible to conduct a thorough audit.

A notes section is provided underneath each question to record any additional information or prompts for action that you identify while carrying out the audit.

Information, recommendations and suggested strategies to address any issues are provided below each question.

When you have completed the audit, please keep it for your reference. You may wish to use it to create your own action list, or to use the information to educate staff about the role of the environment in patient care.

If you want to audit more than one location, please print a new copy of this module and complete the audit again for the new location.







**No** - Patients may need assistance while waiting or accessing outpatient services, particularly if the wait is prolonged. They should be able to ask for help easily and relay private information without being overheard. Consider signs that make it clear where and how to access help. Also consider designating areas for private discussions near waiting or outpatient spaces.

**N/A**

**Notes**

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**6. Is there access to food, drinks, toilets and a telephone (including a taxi phone) in outpatient and other waiting areas?**

**Yes - Correct** - Patients may spend a long time in waiting areas and should be able to access food, drinks, toilets, and communication services while they wait. Make sure that there are facilities nearby and supply clear direction on how to access them.

**No** - Patients may spend a long time in waiting areas and should be able to access food, drinks, toilets, and communication services while they wait. Make sure that there are facilities nearby and supply clear direction on how to access them.

**N/A**

**Notes**

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**7. Do designated waiting and outpatient areas provide sufficient space to allow patients/visitors to ask for directions and speak to staff without being heard by others?**

**Yes - Correct** - Designing for interactions to occur without being overheard promotes privacy and dignity.

**No** - Designing for interactions to occur without being overheard promotes privacy and dignity.

**N/A**

**Notes**

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**Notes**

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**10. Are patients reminded to bring their own gait aid (e.g. walking stick, walking frame) to appointments?**

- Yes - Correct** - Ensure that appointment letters contain a reminder to patients to bring their own gait aid (e.g. walking stick, walking frame) to appointments. Distances within facilities are often further than anticipated.
  
- No** - Ensure that appointment letters contain a reminder to patients to bring their own gait aid (e.g. walking stick, walking frame) to appointments. Distances within facilities are often further than anticipated.
  
- N/A**

**Notes**

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**11. Are wheelchairs, as well as gait aids, available in waiting and outpatient areas for patients?**

- Yes - Correct** - Wheelchairs should be available so patients and visitors can more easily navigate the facility. Gait aids should also be provided for those who have not brought their own. Distances within facilities are often further than anticipated.
  
- No** - Wheelchairs should be available so patients and visitors can more easily navigate the facility. Gait aids should also be provided for those who have not brought their own. Distances within facilities are often further than anticipated.
  
- N/A**

**Notes**

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**12. Are hearing amplifiers, pressure reduction furniture and lumbar support cushions available in outpatient and waiting areas?**

- Yes** - *Correct* - This enhances the quality of communication and comfort of patients, families and carers.
  
- No** - Consider providing this equipment to enhance the quality of communication and comfort of patients, families and carers. If it's not possible to provide the equipment in all waiting and outpatient areas, speciality equipment should be on hand and provided when needed.
  
- N/A**

**Notes**

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**13. Are height adjustable treatment tables and blanket warmers accessible in outpatient areas?**

- Yes** - *Correct* - Outpatient areas need height adjustable equipment and other equipment to improve safety and comfort for patients with mobility restrictions.
  
- No** - Outpatient areas need height adjustable equipment and other equipment to improve safety and comfort for patients with mobility restrictions.
  
- N/A**

**Notes**

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