

Reception - Emergency

Room Code	RECP-E
Briefed Area	20.00 m ²
Ceiling Height	2.7 m
Occupancy	4 staff, with 1-2 additional staff intermittently
Hours of Operation	24 hours

Description | The Reception - Emergency provides the space and facilities for receiving patients and visitors and directing them to their destination or to the waiting area of the Emergency Department. The Reception - Emergency also acts as an administrative base for the unit.

Electrical	PROTECTION: body protected	<input type="checkbox"/>	HVAC	AIRCONDITIONING: general	<input checked="" type="checkbox"/>
	PROTECTION: cardiac protected	<input type="checkbox"/>		AIRCONDITIONING: HEPA filtered	<input type="checkbox"/>
Lighting	LIGHTING: general	<input checked="" type="checkbox"/>	Medical Gas	AIRCONDITIONING: positive pressure	<input type="checkbox"/>
	LIGHTING: colour corrected	<input type="checkbox"/>		AIRCONDITIONING: negative pressure	<input type="checkbox"/>
	LIGHTING: dimmable	<input type="checkbox"/>		VENTILATION: exhaust	<input type="checkbox"/>
	LIGHTING: indirect	<input type="checkbox"/>		VENTILATION: supply	<input type="checkbox"/>
Nurse Call and Duress	NURSE CALL SYSTEM: buttons / handset	<input type="checkbox"/>		VENTILATION: natural	<input type="checkbox"/>
	NURSE CALL SYSTEM: annunciator	<input checked="" type="checkbox"/>		MEDICAL GAS: general anaesthesia	<input type="checkbox"/>
	DURESS: fixed	<input checked="" type="checkbox"/>	MEDICAL GAS: special care	<input type="checkbox"/>	
	DURESS: wireless coverage	<input checked="" type="checkbox"/>	MEDICAL GAS: special care, neonatal ventilation	<input type="checkbox"/>	
Security	ACCESS CONTROL: to door	<input checked="" type="checkbox"/>	Hydraulic	MEDICAL GAS: birthing	<input type="checkbox"/>
	ACCESS CONTROL: to item / joinery	<input type="checkbox"/>		WATER: drinking	<input type="checkbox"/>
	INTERCOM: service communications	<input type="checkbox"/>		WATER: specialty	<input type="checkbox"/>
	INTERCOM: security and access control	<input checked="" type="checkbox"/>		DRAINAGE: sanitary	<input type="checkbox"/>
	CCTV: camera coverage within room	<input type="checkbox"/>	DRAINAGE: specialty	<input type="checkbox"/>	
	INTRUSION DETECTION: door monitoring	<input type="checkbox"/>	Fire	DETECTION: smoke	<input checked="" type="checkbox"/>
	INTRUSION DETECTION: spatial monitoring	<input type="checkbox"/>		DETECTION: heat	<input type="checkbox"/>
ICT and Audio Visual	AUDIO VISUAL: patient entertainment system	<input type="checkbox"/>	Shielding	SHIELDING: ionising radiation	<input type="checkbox"/>
	AUDIO VISUAL: visitor experience system	<input type="checkbox"/>		SHIELDING: magentic and radio frequency	<input type="checkbox"/>
	AUDIO VISUAL: virtual collaboration system	<input type="checkbox"/>	Acoustics	SPEECH PRIVACY:	
	AUDIO VISUAL: clinical support system	<input type="checkbox"/>		not private moderate private confidential	
	AUDIO VISUAL: digital operating room system	<input type="checkbox"/>		NOISE SENSITIVITY:	
Accessibility	AUDIO: hearing augmentation	<input checked="" type="checkbox"/>	not sensitive medium sensitive sensitive		
	VISUAL: luminance contrast	<input checked="" type="checkbox"/>	NOISE GENERATION:		
	SIGNAGE: accessible, statutory	<input type="checkbox"/>	low moderate high very high		

Additional Considerations

- Triage - Emergency, Assessment Counters or Triage - Emergency, Assessment Rooms are to be in close proximity to this space. Alternatively, a number of Triage - Emergency, Assessment Counters may be combined with the Reception - Emergency. When Standard Components are combined, the final overall room configuration should include an egress that takes staff behind the secure line of the Emergency Department.
- Provision of a window for visual access to a Triage - Emergency, Assessment Room (if colocated) may be considered to ensure staff are not isolated in the front of house area. This window may be fixed or an operable sliding type (e.g. to allow passing of items / documents).
- Provision of a window for visual access to the ambulance entry area (if colocated) may be considered to support efficient registration of patients arriving by ambulance.

- Clear line of sight to the waiting room is recommended for observation.
- While oversight of the patient/visitor entry, ambulance entry and waiting room is desirable, it is not always possible and security cameras and feeds are typically required. Display screens for CCTV feeds should be located so they are not viewable by the public. Size and quantity of screens is to be determined to suit security requirements.
- An intercom and door release buttons linked to the main emergency entry point(s) may be required for access control depending on service requirements. Lockdown alarms and buttons will also be required to suit operational models.
- This Standard Component shows 2 x counters where patients / visitors are standing and 1 x wheelchair accessible counter. Counters may be provided as standing height or seated height, or a mix of both – with at least one counter to provide wheelchair access. Where only one counter is provided, the configuration must meet requirements for wheelchair access (AS1428.1 or NZS 4121).
- Security glazing configuration (size of communication slot, size of pass-through aperture for paperwork, support for use of small diagnostic equipment, etc.) is to be determined at project level to suit operational models.
- Provision of a Hearing Loop and associated items (microphones, signage, etc.) to be determined to suit the configuration of the counter and security glazing.
- The final location of doors is to be determined to suit overall department layout and minimise risk of staff entrapment. At least one door must provide an egress that takes staff behind the secure line of the Emergency Department. The other door may provide direct access to the waiting room. Provision of access control devices (e.g. proximity card readers) is to be finalised to suit security requirements.
- Acoustic treatment to be determined suit patient privacy requirements and potential noise transfer from the adjacent waiting area (e.g. use of absorptive finishes to reduce reverberance).
- Provision of height adjustable workstations or fixed joinery is to be in line with service requirements and local WHS policies.
- A wall clock should be visible from all clinical areas. The location and type of clocks provided, including any required connection to a master clock system, is to be determined at a project level.
- Mobile duress coverage is to be assessed and planned at a department level and coverage of all patient bays is to suit local security and WHS policies and operational service requirements.
- The type, extent and configuration of storage within the room for stationery and consumables will be dependent on service requirements and operational models. This includes considering the facility's use of electronic medical records (EMR) as well as remaining paper forms.
- Size, type and quantity of waste bins will be dependent on clinical service requirements, operational models for waste management and local infection prevention and control (IPC) policies.
- The requirement for Body Protection under AS/NZS 3003 is to be determined at project level depending on the proximity of the counter to adjacent patient areas.
- Provision of cleaner's power outlets is to be rationalised across the department and spaced in accordance with AS/NZS 3003.



Doors and Windows

CODE	DESCRIPTION	COMMENT
DOHI-043.01	DOOR: hinged, 1 leaf, 900 clear opening, solid, wide vision panel	to waiting area; may be located to provide direct access to the waiting area or behind department entry doors
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to both sides</i>
<i>AFDPR-056.01</i>	<i>DOOR FRAME PROTECTION: full wrap, to 900H</i>	<i>optional; provision dependent on frame material and finish</i>
<i>ITSE-261</i>	<i>READER: security, access control, proximity card, wall mounted</i>	
DOHI-043.01	DOOR: hinged, 1 leaf, 900 clear opening, solid, wide vision panel	to department treatment areas
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to both sides</i>
<i>AFDPR-056.01</i>	<i>DOOR FRAME PROTECTION: full wrap, to 900H</i>	<i>optional; provision dependent on frame material and finish</i>
WIFX-008.01	WINDOW: fixed, internal, single glazed, sill at 1050H	optional; may be provided to ambulance entry if collocated, to support efficient registration of patients
WIOP-009	WINDOW: operable, sliding, internal, single glazed, sill at 1200H	optional; may be provided to triage assessment room if collocated, to ensure staff are not isolated in the front of house area; dependent on staffing models and WHS policies



Finishes

CODE	DESCRIPTION	COMMENT
FLVY-101	FLOOR FINISH: vinyl, seamless, standard slip resistance	
FLSK-021	SKIRTING: vinyl, integral with floor vinyl, coved	
WLFI-002	WALL FINISH: paint, clinical areas	
WLPT-031	SCREEN: privacy divider	as required between reception counters to support private conversations; material to be confirmed to balance privacy requirements with waiting room observation
CLTI-022.02	CEILING: drop-in tiles, acoustic, prefinished, 600 x 1200	
CLBK-011	BULKHEAD: flush set	over counter and reception workstations
CLFI-001	CEILING FINISH: paint	to bulkhead
CLCN-011	CORNICE: shadow angle, prefinished	



Joinery

CODE	DESCRIPTION	GROUP	QTY	COMMENT
JOBE-031	BENCH: 600D, laminate	①	1	to clerk workstation
JOBE-061	BENCH: 750D, laminate	①	1	to reception desk
JOBE-211	BENCH SUPPORT: bracket	①	2	to clerk workstation
JOGE-001	BULKHEAD: joinery	①	1	to shelving unit
JORS-001	JOINERY UNIT: reception desk	①	2	1 counter to be wheelchair accessible
JORS-053	SECURITY GLAZING: to reception, with communication slot and pass through aperture	①	3	configuration of communication slot and pass through aperture to be confirmed at project level to suit clinical service requirements and operational models
JOSH-001	SHELF UNIT: tall, adjustable shelves	①	1	type, extent and configuration of storage for stationery and consumables will be dependent on service requirements, local ICT policies for EMR



Fittings, Furniture and Equipment (FF&E)

CODE	DESCRIPTION	GROUP	QTY	COMMENT
FIDI-241	DISPENSER: alcohol-based hand rub, wall mounted	②	1	
FIHR-331	BRACKET: television/AV system display screen, single, fixed, wall mounted	②	1	optional; provide if display screen for patient flow information is provided
FIHR-331	BRACKET: television/AV system display screen, single, fixed, wall mounted	②	1	to security CCTV display screen
FQBS-171	CHAIR: office, ergonomic	③	4	1 to each reception workstation, 1 to clerk workstation
FQGE-122	CLOCK: digital display, battery operated	③	1	type of clock to be confirmed at project level
FQGE-226	DEVICE: electronic funds transfer at point of sale (EFTPOS)	③	1	optional; provision dependent on operational models
FQSM-061	PEDESTAL: mobile, 660H nominal, 2 equal drawers and 1 file drawer	③	1	to clerk workstation
FQSM-081	PEDESTAL: mobile, 660H nominal, 1 drawer and 1 printer shelf	③	3	1 to each reception workstation
FQWS-051	BIN: general waste, 20L	③	1	

CODE	DESCRIPTION	GROUP	QTY	COMMENT
ITBU-470	CLOCK: digital display, electric, synchronised slave, wired internet protocol (IP), wall mounted	①	1	type of clock and connection to the master clock system is to be confirmed at a project level based on clinical service requirements
ITCL-331	DISPLAY SCREEN: patient flow system	①	1	optional; provision dependent on operational models and clinical service requirements
ITNE-071	TELEPHONE: handset, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-102	COMPUTER: dual display screens, central processing unit (CPU), keyboard and mouse, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-111	COMPUTER: workstation on wheels (WOW), medical grade, all-in-one computer, keyboard and mouse, on cart	③	1	for roaming clerk(s)
ITNE-311	PRINTER: desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-316	PRINTER: labels, small, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITSE-111	DISPLAY SCREEN: security, CCTV monitoring	③	1	type and size of screen to be confirmed to suit security requirements



Engineering Services

CODE	DESCRIPTION	GROUP	QTY	COMMENT
ELGP-105	GPO: single, wall mounted, cleaner	①	1	as required for distribution across the unit in accordance with AS/NZS 3003
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to printer
ELGP-231	GPO: double, emergency power, wall mounted	①	2	to clerk workstation
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to workstation on wheels (WOW) for roaming clerk(s)
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to security CCTV display screen
ELGP-231	GPO: double, emergency power, wall mounted	①	1	optional; required if patient flow display screen is provided
ELGP-241	GPO: double, emergency power, joinery mounted	①	3	to printers
ELGP-241	GPO: double, emergency power, joinery mounted	①	6	2 to each reception workstation
ELGP-261	GPO: double, UPS, wall mounted	①	1	provided for downtime connection
ELSW-001	SWITCH: light	①	2	to general room lighting
ITIN-016	OUTLET: data, single RJ45, wall mounted	①	1	to clock; an additional power outlet may be required if power over ethernet (PoE) is not supported by the clock hardware
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	1	to security CCTV display screen
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	1	optional; required if patient flow display screen is provided
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	4	to printers
ITIN-036	OUTLET: data, triple RJ45, wall mounted	①	1	to clerk workstation
ITIN-038	OUTLET: data, triple RJ45, surface mounted	①	4	1 to each reception workstation
ITSE-062	BUTTON: security, duress, fixed, surface mounted	①	1	to clerk workstation
ITSE-063	BUTTON: security, duress, fixed, under bench mounted	①	3	1 to each reception workstation
ITSE-091	BUTTON: security, perimeter lockdown, wall mounted	①	1	to external entry doors and department entry doors; requirements to be confirmed on security requirements and operational policies for unit lockdown
ITSE-186	INTERCOM: audio-visual, slave, wall mounted	①	1	connected to intercom at external entry doors and security observation room

CODE	DESCRIPTION	GROUP	QTY	COMMENT
ITSE-298	BUTTON: door release, remote activation, surface mounted	1	2	1 to each reception workstation; to open external entry doors