


FACULTY PRACTICE GROUP – Ambulatory Operations		
STANDARDS AND GUIDELINES		
SECTION:	Practice Appearance	REFERENCE #:
SUBJECT:	Physical Appearance of Facilities	PAGE: 1 OF 1
APPROVALS:	FPG: <input checked="" type="checkbox"/> CAO-SC: <input checked="" type="checkbox"/> APCA: N/A EAC: N/A	EFFECTIVE: 10/2008

PURPOSE:

- The FPG is committed to service and quality excellence and will strive to maintain well-kept, comfortable facilities.

POLICY:

Lobby Appearance

- The FPG lobby and main entrances for clinical activity areas will be:
 - Smoke-free.
 - Furnished with ample chairs for waiting.
 - Clean and uncluttered.

Clinical Area/Reception Room Appearance

- Aesthetic improvements will be made to reach these minimum standards:
 - Supply of brochures about clinical services.
 - Racks with current magazines.
 - Easy access to public phones in waiting areas.
 - Tasteful art and/or plants.
 - Furniture clean and in good condition.
 - Cheerful décor and lighting.

Facility Cleanliness

- The cleanliness and appearance of the FPG buildings and related areas will be maintained according to current established standards.
- A warm, friendly, and cheerful environment will be maintained.
- Lobby, reception room, rest room, and exam room cleanliness will be maintained to meet patient and visitor expectations.

REVISION HISTORY

Effective Date:

Review Date:

Revised Date: