

## VHA Standardized Signage Nomenclature

Updated September 7, 2021

The Standardized Nomenclature document outlines a set of guidelines for clinical, non-clinical, and administrative areas within the VA. The Standardized Nomenclature serves as a definitive strategy that should be reinforced through facility signage, maps, and patient appointment letters.

EPS formed an Integrated Product Team consisting of Interior Design and an Office of Construction & Facilities Management representative to review and determine the appropriate departmental and sub-departmental name for signage. The Standardized Nomenclature document has been vetted through the program offices responsible for each department, CFM and EPS. Veteran experience is a high priority of VA and VHA Leadership; consistent department names and signage will contribute to a more positive Veteran experience in our VHA environments. Standardized Nomenclature will also allow for easier navigation through our medical centers.

Disorganized and inconsistent naming systems can detract from Veteran and visitor experience and lead to confusion. In the absence of a formally documented program, naming systems can ultimately convey an unorganized, disconnected, and poor image for VA. The Standardized Nomenclature document sets out to convey a naming system that will enhance the environment across all VA.

### Notes:

Signage that would provide personal health information based on clinic names should not be used. Examples: AIDS/HIV Clinic, Intimate Partner Violence, Military Sexual Trauma, etc.

Specialty Clinics may require their own subset signage of the clinics that are active that day in shared spaces.

It is highly recommended that facilities use a progressive signage system. (see VA Signage Design Manual on the Technical Information Library)

Space Chapter	Approved Department Name	Notes
	Acquisitions	
	Activations and Facility Planning	
	Admissions and Testing	
	Adult Day Health Care	
	Amputation Specialty Clinic	Not appropriate for signage

Space Chapter	Approved Department Name	Notes
204	Audiology and Speech Pathology Service	
	Bariatric Clinic	Not appropriate for signage
	Blind Rehabilitation Service	
	Business Office	Specific offices may include signage for Agent Cashier and/or Travel Pay
210	Cardiovascular Laboratory Service <ul style="list-style-type: none"> <li>• Cardiac Catheterization (Cardiac Cath)</li> <li>• Cardiac Stress Test</li> <li>• Echocardiogram (ECHO)</li> <li>• Electrocardiogram (EKG)</li> </ul>	
	Caregiver Support Service	
208	Chaplain Service	
420	Childcare Development Center	
106	Community Living Center (CLC)	
	Community Nursing Home Program	
	Community Residential Care	
	Compensation and Pension (C&P)	
	Compliance	
	Consolidated Patient Account Center	
220	Credit Union	
300	Day Hospital	
222	Dental Service	
316	Dialysis Center	
	Disabled American Veterans (DAV)	
402	Education Service <ul style="list-style-type: none"> <li>• Auditorium</li> </ul>	
256	Emergency Department (ED)	
	Employee Occupational Health	
286	Endovascular Service	*if separate from Surgical Service
230	Engineering Service	
	Enrollment and Eligibility	
406/408/410	Environmental Management Service (EMS)	
	Equal Employment Opportunity	

Space Chapter	Approved Department Name	Notes
233	Eye Clinic <ul style="list-style-type: none"> <li>Ophthalmology</li> <li>Optometry</li> </ul>	
	Facility Community Care	
	Family Services	
	Fire Department	
234	Fiscal Service	
	Fisher House	
	Geriatric and Extended Care	
	Geriatric Primary Care	
	Geriatric Research, Education, and Clinical Center (GRECC)	
	Grounds and Transportation	
246	Health Administration Service (HAS)	Formerly Medical Administration Service (MAS).
	Healthcare for Homeless Veterans (HCHV)	
	Healthcare Technology Management (HTM)	Formerly BioMed
	Home Based Primary Care (HBPC)	
	Home and Community Based Care	
	Homemaker / Home Health Aide (H/HHA)	
	Hoptel	
	Hospice Care	
	Hospital in Home	
266	Human Resources Management	
	Infectious Disease	Signage may reflect "Infection Prevention and Control"
	Information Security Office	
100	Inpatient Unit	Signage may include specific names or theme for each unit to assist in wayfinding
102	Intensive Care Unit (ICU)	
230	Interior Design	
	Intimate Partner Violence (IPV)	Not appropriate for signage
	LGBT Veteran Care	Not appropriate for signage

Space Chapter	Approved Department Name	Notes
400	Library Service <ul style="list-style-type: none"> <li>• Health Science Library</li> <li>• Patient Education Resource Center (PERC)</li> </ul>	
284	Logistics Service	
238	Medical Center Director's Office	
	Medical Foster Home	
	Medical ICU – Step Down	
248	Medical Media Service	
312	Mental Health Residential Rehabilitation Treatment Program (MH RRTP) (see MH Design Guide page 17) <ul style="list-style-type: none"> <li>• Compensated Work Therapy-Transitional Residence (CWT-TR)</li> <li>• Domiciliary – General (Dom-Gen)</li> <li>• Domiciliary – Substance Use Disorder (Dom-SUD)</li> <li>• Domiciliary – Post-Traumatic Stress Disorder (Dom-PTSD)</li> <li>• Domiciliary Care for Homeless Veterans (DCHV)</li> </ul>	Signage may only reflect Domiciliary  Sub-departments or specific services may be designated by themes or acronym on signage
110	Mental Health Service - Inpatient	
260	Mental Health Service– Outpatient <ul style="list-style-type: none"> <li>• General Mental Health</li> <li>• Behavioral Health Interdisciplinary Program (BHIP)</li> <li>• Compensated Work Therapy (CWT)</li> <li>• Center for Addiction Treatment Program (CAT)</li> <li>• Psychosocial Rehabilitation and Recovery Center (PRRC)</li> <li>• Enhanced Rural Access Network for Growth Enhancement (E-RANGE)</li> <li>• Intensive Community Mental Health Recovery (ICMHR) Services</li> <li>• Mental Health Intensive Case Management (MHICM)</li> <li>• Post-Traumatic Stress Disorder (PTSD)</li> <li>• Rural Access Network for Growth Enhancement (RANGE)</li> <li>• Substance Use Disorder (SUD)</li> <li>• Tele-mental Health</li> <li>• Therapeutic and Supported Employment Services (TSES)</li> <li>• Traumatic Brain Injury</li> <li>• VHA Vocational Rehabilitation</li> </ul>	Non-descript clinic names may be used to reflect these sub-departments to protect patient privacy.  *CAT may be used as a substitute for SUD  *TBI may be aligned with Polytrauma outside of MH Providers  *CWT, TSES, and Voc Rehab may be aligned with services outside of MH
	MOVE! ® Weight Management	
	My HealthVet	

Space Chapter	Approved Department Name	Notes
295	Nuclear Medicine Service <ul style="list-style-type: none"> <li>• Hot Lab</li> <li>• Positron Emission Tomography / Computed Tomography (PET / CT)</li> <li>• Positron Emission Tomography Scan / Magnetic Resonance Imaging (PET/MRI)</li> <li>• Radiobioassay</li> <li>• Single Photon Emission Computed Tomography (SPECT)</li> <li>• Single Photon Emission Computed Tomography / Computed Tomography (SPECT/CT)</li> </ul>	
224	Nutrition and Food Service (NFS)	
232	Office of Information and Technology (OIT)	
	Opioid Treatment Program (OTP)	
	Outpatient Surgery	*As applicable
	Outreach	
	Palliative Care	** May contain Hospice Care
240	Pathology and Laboratory Medicine Service <ul style="list-style-type: none"> <li>• Anatomical Pathology</li> <li>• Blood Bank *</li> <li>• Chemistry</li> <li>• Clinical Pathology</li> <li>• Coagulation</li> <li>• Cytology</li> <li>• Electron Microscopy</li> <li>• Hematology</li> <li>• Histology</li> <li>• Immunology</li> <li>• Microbiology</li> <li>• Molecular Pathology</li> <li>• Morgue *</li> <li>• Mycology</li> <li>• Parasitology</li> <li>• Serology</li> <li>• Specimen Processing (Accessioning)</li> <li>• Urinalysis</li> <li>• Virology</li> </ul>	*Not appropriate for signage  **Signage <i>may</i> show something else
	Patient Representative	
	Personal Identity Verification (PIV)	

Space Chapter	Approved Department Name	Notes
268	Pharmacy Service <ul style="list-style-type: none"> <li>• Inpatient Pharmacy</li> <li>• Outpatient Pharmacy</li> <li>• Satellite Pharmacy</li> </ul>	
270	Physical Medicine and Rehabilitation Service (PMRS) <ul style="list-style-type: none"> <li>• Cardiopulmonary Rehabilitation</li> <li>• Compensated Work Therapy (CWT)</li> <li>• Educational Therapy</li> <li>• Electromyography (EMG)</li> <li>• Incentive Therapy</li> <li>• Kinesiotherapy (KT)</li> <li>• Occupational Therapy (OT)</li> <li>• Physical Therapy (PT)</li> <li>• Vocational Rehabilitation Therapy (VRT)</li> </ul>	
	Podiatry Orthopedics	
279	Police Service	
111	Polytrauma Rehabilitation Center (PRC) <ul style="list-style-type: none"> <li>• Polytrauma Transitional Rehabilitation Program (PTRP)</li> </ul>	
	Post Deployment	
264	Primary Care <ul style="list-style-type: none"> <li>• Primary Care</li> </ul>	Signage may include specific names or theme to assist in wayfinding
	Privacy Officer	
308	Prosthetic and Sensory Aids Service	
261	Psychosocial Rehabilitation and Recovery Center (PRRC) (see MH Design Guide page 17)	
	Public Affairs	
212	Pulmonary Medicine Service (PM) <ul style="list-style-type: none"> <li>• Bronchoscopy</li> <li>• Polysomnography (Sleep Study)</li> <li>• Respiratory Therapy (RT)</li> </ul>	
	Purchased Skilled Home Care	
	Quality Management Service	
277	Radiation Therapy Service <ul style="list-style-type: none"> <li>• Intensity Modulated Radiation Therapy (IMRT)</li> <li>• Radiation Oncology</li> <li>• Tomotherapy</li> </ul>	

Space Chapter	Approved Department Name	Notes
295	Radiology Service <ul style="list-style-type: none"> <li>• Computed Tomography (CT)*</li> <li>• Fluoroscopy</li> <li>• Interventional Radiology (IR)</li> <li>• Magnetic Resonance Imaging (MRI)</li> <li>• Breast Imaging               <ul style="list-style-type: none"> <li>○ Mammography</li> <li>○ Breast Ultrasound</li> </ul> </li> <li>• Radiology</li> <li>• Ultrasound*</li> <li>• Bone Densitometry*</li> </ul>	*May be located in Nuclear Medicine  Breast Imaging may only be used if all-inclusive services are offered.
269	Recreation Therapy and Creative Arts Therapy Service <ul style="list-style-type: none"> <li>• Aquatic Therapy</li> <li>• Creative Arts Therapy</li> <li>• Art Therapy</li> <li>• Dance Therapy</li> <li>• Drama Therapy</li> <li>• Music Therapy</li> <li>• Recreation Therapy</li> </ul>	
	Registration	
	Release of Information	
278	Research and Development Consult Space Criteria Chapter 278 for official research program names which will vary by facility.	
	Respite Care	
	Rural Healthcare – Choice Act	
	Safety	
282	Social Work Service	

Space Chapter	Approved Department Name	Notes
	Specialty Service (Patient Care) <ul style="list-style-type: none"> <li>• AIDS / HIV*</li> <li>• Acupuncture</li> <li>• Allergy</li> <li>• Arthritis / Rheumatology</li> <li>• Chemotherapy</li> <li>• Chiropractic</li> <li>• Dermatology</li> <li>• Diabetes</li> <li>• Digestive Diseases - Endoscopy Service (Chapter 287)</li> <li>• Ear, Nose, and Throat (ENT)</li> <li>• Electroencephalography (EEG) Laboratory (Chapter 226)</li> <li>• Endocrinology</li> <li>• Gastroenterology (GI)</li> <li>• Infectious Disease</li> <li>• Hematology</li> <li>• Liver Clinic</li> <li>• Nephrology</li> <li>• Neurology</li> <li>• Oncology</li> <li>• Pain Clinic</li> <li>• Proctology*</li> <li>• Sleep Medicine</li> <li>• Urgent Care Clinic (UCC) (Chapter 256)</li> <li>• Urology</li> </ul>	*Not appropriate for signage
104	Spinal Cord Injury/Disorders Center (SCI/D)	
	State Veterans Home Program	
285	Sterile Processing Service (SPS)	
286	Surgical Service	
	Systems Redesign / VERC (Veterans Engineering Resource Center)	
	Transition and Care Management (TCM)	Formerly OEF / OIF / OND
	Union (AFGE)	
256	Urgent Care Center	
290	VA Center for Development & Civic Engagement	Formerly Voluntary Service
	VA Liaison Program	
	Veteran Benefits Counselor	



Space Chapter	Approved Department Name	Notes
206	Veterans Canteen Service (VCS) <ul style="list-style-type: none"> <li>• Patriot Café – Canteen / Food Service Kitchen</li> <li>• Patriot Cuts – Barber Shop</li> <li>• Patriot Express – Vending</li> <li>• Patriot Brew – Coffee Shop</li> <li>• Patriot Store – Retail Store</li> <li>• Patriot Vision– Optical Shop</li> </ul>	
	Veteran Directed Care	
	Veteran Experience	
	Veterans Justice Outreach / Veterans Court Program	
258	Women’s Health Service	
	Women’s Mental Health Service	

Updates:

**August 25, 2021** corrected the Space Chapter numbers for Radiology, Nuclear Medicine and MRI to the new combined Space Chapter 295. Previous Space Chapter numbers were 276, 252, and 275 respectively.

**September 7, 2021** updated Voluntary Service to VA Center for Development & Civic Engagement