

CHAPTER 257: URGENT CARE

1	PURPOSE AND SCOPE	256-2
2	DEFINITIONS.....	256-2
3	OPERATING RATIONALE AND BASIS OF CRITERIA	256-7
4	INPUT DATA STATEMENTS (IDS)	256-10
5	SPACE PLANNING CRITERIA.....	256-10
6	PLANNING AND DESIGN CONSIDERATIONS.....	256-29
7	FUNCTIONAL RELATIONSHIPS.....	256-31
8	FUNCTIONAL DIAGRAMS.....	256-32

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1	Chapter Issued	Oct 1, 2023
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1. PURPOSE AND SCOPE

This document outlines space planning parameters and metrics for Urgent Care projects based on projected workload. It applies to all Urgent Care clinical services in all medical facilities at the Department of Veterans Affairs (VA). Pertinent sections of this document are implemented in the Space and Equipment Planning System (SEPS) software; planners working on VA Urgent Care projects can create standardized baseline space plans.

The following VHA policy document(s), data source(s) and Industry Standards have been reviewed, referenced, and incorporated as appropriate:

VHA Directive 1101.13 *VHA Urgent Care*, Mar 20, 2023

VHA Emergency Medicine Management Tool (EMMT) *System-wide Report FY15-19*

2. DEFINITIONS

Airborne Transmission: infection spread through exposure to those virus-containing respiratory droplets comprised of smaller droplets and particles that can remain suspended in the air over long distances (usually greater than 6 feet) and time (typically hours).

Direct Line of Sight: A direct, unobstructed, line of sight from a clinician to a patient, which is essential for suicide prevention.

Emergency Department Integration Software (EDIS): The patient “tracking” system that is used in VA emergency departments across the country. This interfaces with the CPRS or CERNER electronic health record system.

Emergency Escalation of Care: Emergency escalation of care is a situation in which a patient presents to an Urgent Care with a condition, or develops a condition while in Urgent Care, that is beyond the capabilities of the Urgent Care to safely evaluate or treat and who requires 911 emergent transfer to a higher level of care.

Emergency Medical Services (EMS): EMS is a type of Emergency Service dedicated to providing out-of-hospital Acute medical care and/or transport to definitive care, to patients with illnesses and injuries which the patient, or the medical practitioner, believes constitutes a medical emergency.

Exam / Treatment Room (E/T Rm): An UC patient room used for a variety of functions including patient examination and various treatments or procedures; this room is sized and equipped based on the specific clinical function it is intended to support. The following E/T Rms are included in this document: General, Fast-Track, Airborne Infection Isolation, Mental Health, Bariatric, and GYN.

First Look: A term utilized to identify a clinical staff member who initially observes the patient entering the facility through the walk-in entrance, usually as part of the triage/assessment and sorting function upon patient arrival.

Triage: The process of determining the priority of patients’ treatments by the severity of their condition or likelihood of recovery with and without treatment.

Urgent Care Level: Refer to VHA Directive 1101.13

VA Medical Center (VAMC): A VA hospital facility that provides a diverse range of health care services to Veterans.

Space Planning / SEPS

Accessible: A site, building, facility, or portion thereof that complies with provisions outlined in the Architectural Barriers Act of 1968 (ABA).

Architectural Barriers Act (ABA): A set of standards developed to ensure that all buildings financed with federal funds are designed and constructed to be fully accessible to everyone. This law requires all construction, renovation, or leasing of sites, facilities, buildings, and other elements, financed with federal funds, to comply with the Architectural Barriers Act Accessibility Standards (ABAAS). The ABAAS replaces the Uniform Federal Accessibility Standards (UFAS).

Average Length of Encounter (ALoE): Averaged length of time, in minutes, a patient spends in an Exam / Treatment Room interacting with a provider and the clinical support team. It is accounted from room “set-up” to “clean-up” by staff. This metric is used to determine the number of annual patient / provider encounters that take place in an Exam / Treatment Room which, in turn, is used to calculate the number of Exam / Treatment Rooms needed in a facility based on projected annual workload. The ALoE is determined with VHA SME input during a PG-18-9 clinical chapter revision / update.

Average Length of Stay (ALoS): The average number of days a patient Veteran stays in an inpatient care unit. The ALoS is used to calculate the number of patient bedrooms for a specialty by dividing the site’s projected workload by the ALoS.

Baseline Space Program: A list of rooms / spaces organized by Functional Area generated by SEPS based on mission, workload, or staffing inputs. This is the starting point for a project, this space program can be modified by planner based on local user input.

Clinic Stop: Per these criteria, a clinic stop is the workload unit of measure for space planning. Clinic Stops are codified by VSSC, when applicable, they are referenced by number in the calculation of workload driven patient care spaces in this document.

Department Net to Gross (DNTG) Factor: A parameter determined by VA for each PG-18-9 clinical and non-clinical department space planning criteria chapter. It is used to calculate the Department Gross Square Feet (DGSF) area based on the programmed Net Square Feet (NSF).

Encounter: An interaction between a patient Veteran and a VA provider or providers in an Exam Room / Treatment Room / Consultation Room / Procedure Room, spaces where a patient Veteran received clinical care.

Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose combined time commitment equals that of one full-time employee (i.e., 40 hours per week).

Functional Area (FA): The grouping of rooms and spaces based on their function within a clinical service or department.

Functional Area Criteria Statement (FACS): A verbalized mathematical / logical formulation assigned to a FA incorporating answers to Input Data Statements (IDSs) to determine the condition for providing the rooms / spaces listed in the FA in the baseline space program or Program for Design (PFD) for a project. Certain rooms / spaces may or may not have additional conditions.

Input Data Statement(s): A question or set of questions designed to elicit information about the healthcare project to generate a Program for Design (PFD) based on the parameters set forth in this set of documents. This information is processed through mathematical and logical operations in the VA Space and Equipment Planning System (SEPS).

JSN (Joint Schedule Number): A unique five alpha-numeric code assigned to each content item in the PG-18-5 Standard. JSNs are defined in DoD's Military Standard 1691 and included in SEPS Content Table.

Patient Unique: (or Unique Patient), A Veteran patient counted as a unique in each division from which they receive care. Patient Uniques are included in the Registry for a VA Medical Center.

Program for Design (PFD): A project specific itemized listing of the spaces, rooms, and square foot area required for the proper operation of a specific service / department, and the corresponding area for each. PFDs are generated by SEPS based on the PG-18-9 Standard.

PG-18-5: A Department of Veterans Affairs' Equipment Guidelist Standard for planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that lists assigned room contents (medical equipment, furniture, and fixtures) to each room in PG-18-9. PG-18-5 follows PG-18-9's chapter organization and nomenclature.

PG-18-9: A Department of Veterans Affairs' Program Guide for the Space Planning Criteria Standard use to develop space planning guidance for the planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that provides space planning guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). PG-18-9 is organized by chapters, as of December 2022 there are 53 clinical and non-clinical PG-18-9 chapters; they are implemented and deployed in SEPS so that space planners working on VA healthcare projects can develop baseline space programs.

PG-18-12: A Department of Veterans Affairs' Design Guide Standard for planning, design and construction of VA healthcare facilities, a Program Guide (PG) that provides design guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). The narrative section details functional requirements and the Room Template section details the planning and design of key rooms in PG-18-9. Not all PG-18-9 chapters have a corresponding PG-18-12 Design Guide; one Design Guide can cover more than one PG-18-9 chapter.

Project Gross (PG) Factor: A Factor applied to the sum of all the Departmental Gross Square Footage (DGSF) in a project to determine the Project Gross Square Footage. This factor accounts for square footage used by the building envelope, structural systems, horizontal and vertical circulation including main corridors, elevators, stairs and escalators, shafts, and mechanical spaces. The Department of Veterans Affairs has set this factor at 1.35 and established guidance in case of variance when developing a Program for Design (PFD) in SEPS. PG Factor is also referred as Building Gross Factor.

Provider: A medical professional who examines, diagnoses, treats, prescribes medication, and manages the care of patients within his or her scope of practice as established by the governing body of a healthcare organization.

Room Code (RM CD): A unique five alpha-numeric code assigned to each room in the PG-18-9 Standard. Room Codes in PG-18-9 are unique to VA and are the basis for SEPS's Space Table for VA projects.

Room Count (RM Count): The number of rooms generated in a baseline Program for Design based on workload.

Room Criteria Statement (RCS): A mathematical / logical formulation assigned to each room / space included in PG-18-9 incorporating answers to Input Data Statements (IDSs) to determine the provision of the room / space in the baseline space program or Program for Design (PFD) for a project.

Room Efficiency Factor: A factor that provides flexibility in the utilization of a room to account for patient delays, scheduling conflicts, and equipment maintenance. Common factors are in the 75% to 85% range. A room with 80% room efficiency provides a buffer to assume that this room would be available 20% of the time beyond the planned operational practices for this room. This factor may be adjusted based on the actual and/or anticipated operations and processes of the room/department at a particular facility.

Room Net Square Feet (RM NSF): The square footage required for a clinical or non-clinical function to take place in a room / space, it includes the floor area required by medical equipment and supporting furniture, circulation, and appropriate function / code-mandated clearances. Room area is presented in Net Square Meters (NSM) as well.

SEPS: Acronym for Space and Equipment Planning System which produces equipment lists and Program for Design for a healthcare project based on specific information entered in response to Input Data Questions.

SEPS Importer: A style-based format developed to allow upload of RCSs and IDSs to SEPS to implement and operationalize space planning criteria in PG-18-9 in the SEPS digital tool. This format establishes the syntax used in the RCSs and allows the use of Shortcuts. Shortcuts allow developers of space planning criteria statements to simplify RCSs making full use of their logical and mathematical functionality. A shortcut can refer to an RCS, a room in any FA or a formula. Shortcuts are [bracketed] when used in FAs and RCSs and are listed along with their equivalences at the end of the Space Planning Criteria section.

Space Planning Concept Matrix (SPCM): A working document developed during the chapter update process. It lists all the rooms organized by Functional Area and establishes ratios between the directly and the indirectly workload driven rooms for the planning range defined in this document. The matrix is organized in ascending workload values in ranges reflecting existing facilities and potential future increase. Section 5 of this document Space Planning Criteria reflects the values in the SPCM.

Stop Code: A measure of workload including clinic stops forecasted by the Office of Policy and Planning (OPP) for all Strategic Planning Categories at Medical Center and Outpatient Clinic levels.

Telehealth: The use of technology, such as computers and mobile devices, to manage healthcare remotely. It includes a variety of health care services, including but not limited to online support groups, online health information and self-management tools, email and online communication with health care providers, remote monitoring of vital signs, video, or online doctor visits. Depending on the concept of operations for this space, it may be equipped as an exam room or as a consult room with video/camera capability.

Utilization Rate: A factor used in the calculation of a directly workload-driven room throughput. It represents, in a percent value, the room is idle based on the planning assumptions. For example, if a directly workload-driven room is available for use 8 hours a day, the Utilization Rate represents the assumed time it will be used, an 85% utilization rate indicates, for planning purposes, the room will be used 6.8 hours a day. An additional directly workload-driven room will be provided in the calculation once the previous room has reached 100% utilization. The utilization Rate is embedded in the Room Throughput value calculated in Section 3 of this document.

VA Room Family (VA RF): An organizational system of rooms / spaces grouped by function, a 'Room Family'. There are two "Orders" in the VA RF: Patient Care and Patient Care Support; Patient Care features four sub-orders: Clinical, Inpatient, Outpatient and Residential Clinical. There are also four sub-orders in the Patient Care Support order: Building Support, Clinical Support, Staff Support and Veteran Support. Each room in a Family has a unique Room Code and NSF assigned based on its Room Contents and function which correspond to the specific use of the room. The same RC can be assigned to different Room Names with the same function in this document and can be assigned an NSF that varies based on the PG-18-5 Room Contents assigned to the room.

VA Technical Information Library (TIL): A resource website maintained by the Facilities Standards Service (FSS) Office of Construction and Facilities Management (CFM) containing a broad range of technical publications related to the planning, design, leasing, and construction of VA facilities. VA-TIL can be accessed at: <https://www.cfm.va.gov/TIL/>

Workload: Workload is the anticipated number of procedures, clinic stops, clinic encounters etc. that is processed through a department/service area. The total workload applied to departmental operational assumptions will determine overall room requirements by modality.

Workstation: Area outfitted with equipment and furnishings, typically allocated 50 NSF for clinical work areas or 56 NSF for administrative work areas. Managers and other staff with no direct reports as well as part-time, seasonal, and job-sharing staff may qualify for a workstation. Such environments are particularly conducive to team-oriented office groupings. These environments work best when they have access to conference and small group meeting spaces.

3. OPERATING RATIONALE AND BASIS OF CRITERIA

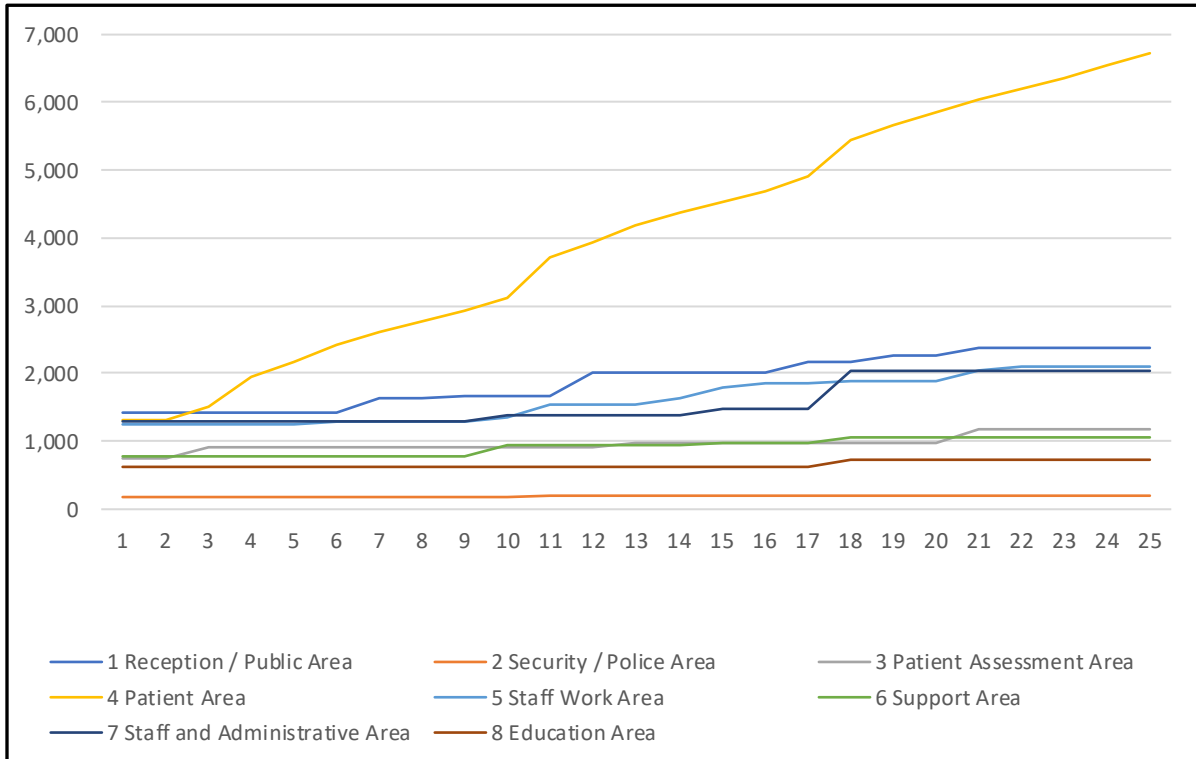
- A. Space Planning parameters and metrics in this document are based on the UC Space Planning Criteria Matrix (SPCM) developed with participation of VHA Urgent Care / Emergency Medicine SMEs, VA CFM personnel and Specialized Consultant. The UC SPCM lists all the rooms / spaces a VA UC site would require, regardless of location, organized by Functional Area. Total Room (RM) Count and NSF for a Project is generated based on projected workload for up to 25 Exam / Treatment (E/T) Rooms, all types, based on allocation in the SPCM ranges. This document is uploaded to SEPS and the corresponding 25 testing SEPS Scenarios produced and verified against the SPCM.
- B. RM Count and Room net square footage (RM NSF) for every space / room for each of the 25 E/T Rm ranges is calculated in the UC Space Planning Criteria Matrix (SPCM) for every workload range. Resulting values are reflected in the Room Criteria Statements for each Room in Section 5 of this document. Each range represents an UC E/T Rm annual throughput increment of 765 Stop Code 131 encounters. Space Planning parameters herein developed cover a projected workload of between 191 and 19,125 annual UC encounters.
- C. VSSC's EDIS UC National Report FY17-21 (except FY20) Report for 26 UCs Levels I, II & III sites were used to develop the ranges covering the workload demand of the existing VA UC sites as well as for potential future larger facilities.
- D. Annual UC E/T Room (all types) Throughput was determined based on the following parameters:
 - 1. Target VA Urgent Care Average Length of Encounter (ALoE) = 125 mins.
 - 2. Number of operating days / year: 249
 - 3. Resulting annual E/T Room throughput (at 100%): 956 encounters
 - 4. Adopted annual E/T Room throughput (at 80% Utilization Rate): 765 encounters
- E. Space planners working on VA UC projects can generate a Baseline Program for Design (PFD) by entering the projected Stop Code 131 workload for the target year for the VA Station they are working on for UCs Levels I, II or III. The SEPS generated PFD is the baseline space program to begin the project planning process. The space calculation parameters (RM Count and RM NSF) is driven by projected workload regardless of UC Level I, II or III designation. Selection of Level determines provision / omission of certain rooms in the PFD.

- F. The Department Net to Gross (DNTG) factor for UCs is **1.50**, the Project Gross (PG) factor for all departments is set in SEPS. These factors are used in the baseline space calculation as follows:
1. Answers to Input Data Statements are processed by the Room Criteria Statements in each room and determine the RM Count and RM NSF corresponding to the projected workload. The total RM Count and RM NSF generated organized by Functional Area (FA) becomes the Baseline Project.
 2. The Department Net to Gross (DNTG) factor is multiplied by the total baseline NSF to generate the Department Gross Square Feet (DGSF).
 3. The Project Gross (PG) factor is multiplied by the aggregate Department Gross Square Feet (DGSF) to generate the total Project Gross Square Feet (PGSF).
 4. The DNTG factor is set for every Department in the corresponding PG-18-9 chapter. The PGSF is set at 1.35 and is editable for a project, planners shall adjust the resulting Project Net to Gross ratio by adjusting the PGSF factor in the Project Level Program for Design (PFD) tab in SEPS following the “Guidelines” link in this screen.
- G. SEPS also generates the Project Room Contents (PRC) for each room in the project. The PRC includes the equipment, furniture and fixtures assigned to each room per the VA257 UC PG-18-5: Equipment Guidelist.
- H. The VA 257 UC PG-18-12: Design Guide contains a Narrative, detailed functional diagrams, and detailed room templates for XX unique UC rooms.
- I. The space planning and design Program Guides: PG-18-5, PG-18-9 and PG-18-12 are available at the [Department of Veterans Affairs Office of Construction and Facilities Management \(CFM\) Technical Information Library \(TIL\)](#) website.
- J. Assignment of the resulting workload generated UC E/T Rms for a project is done by range based on Table 1 below.
- Cols (1) and (2): Workload values for each range.
Col (3): Number of workload driven UC E/T Rms generated.
Col (4): UC E/T Rm types
Col (5): Number of General (GEN) E/T Rooms by Range
Col (6): Number of Mental Health (MH) E/T Rooms by Range
Col (7): Number of Airborne Infection Isolation (AII) E/T Rooms by Range
Col (8): Number of Gynecology (GYN) E/T Rooms by Range
Col (9): Number of Bariatric (BAR) E/T Rooms by Range
- Numeric values in this table are assigned to each room / range in the SPCM and reflected in Room Criteria Statement (RCS) for each of these rooms in Section 5 below.

TABLE 1: ALLOCATION OF UC EXAM / TREATMENT ROOMS – RANGES 1 -25

VA257 ALLOCATION OF WORKLOAD GENERATED E/T ROOMS								
Projected Workload SC131 From	Projected Workload SC131 To	UC E/T Rms Generated	UC E/T Rm Type	GEN	MH	All	GYN	BAR
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
191	765	1	GEN	1	0	0	0	0
766	1,530	2	GEN	2	0	0	0	0
1,531	2,295	3	MH	2	1	0	0	0
2,296	3,060	4	All	2	1	1	0	0
3,061	3,825	5	GYN	2	1	1	1	0
3,826	4,590	6	BAR	2	1	1	1	1
4,591	5,355	7	GEN	3	1	1	1	1
5,356	6,120	8	GEN	4	1	1	1	1
6,121	6,885	9	GEN	5	1	1	1	1
6,886	7,650	10	MH	5	2	1	1	1
7,651	8,415	11	All	5	2	2	1	1
8,416	9,180	12	GYN	5	2	2	2	1
9,181	9,945	13	BAR	5	2	2	2	2
9,946	10,710	14	GEN	6	2	2	2	2
10,711	11,475	15	GEN	7	2	2	2	2
11,476	12,240	16	GEN	8	2	2	2	2
12,241	13,005	17	MH	8	3	2	2	2
13,006	13,770	18	All	8	3	3	2	2
13,771	14,535	19	GYN	8	3	3	3	2
14,536	15,300	20	MH	8	4	3	3	2
15,301	16,065	21	GEN	9	4	3	3	2
16,066	16,830	22	GEN	10	4	3	3	2
16,831	17,595	23	GEN	11	4	3	3	2
17,596	18,360	24	MH	11	5	3	3	2
18,361	19,125	25	GEN	12	5	3	3	2

CHART 1: FUNCTIONAL AREA AGGREGATE NSF BY RANGE – UC LEVEL I



4. INPUT DATA STATEMENTS (IDS)

- A. Is Urgent Care Level I authorized for this site? (M)
- B. Is Urgent Care Level II authorized for this site? (M)
- C. Is Urgent Care Level III authorized for this site? (M)
- D. How many Urgent Care annual Clinic Stops (Stop Code 131) are projected for this facility? (W) (Values: 191 to 19,125) (Default: 191)

5. SPACE PLANNING CRITERIA

A. FA 1: SECURITY / POLICE AREA

- 1. UC Walk-in Vestibule, Bldg Sprt (SB291).....180 NSF (16.8 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125
- 2. UC Metal Detector Station, Police Svc (SB853)160 NSF (14.9 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF accommodates Security Scanner, Walk-thru Metal Detector, and circulation.
- 3. UC Private Search Room, Police Svc (SB854).....120 NSF (11.2 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 4. UC Patient Belongings Room, Lgstcs Svc (SB711) 80 NSF (7.5 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650*
 - b. *Provide one at 100 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 15,300*
 - c. *Provide one at 120 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125*

Typically, patient’s personal belongings will remain in the Exam / Treatment room, where a patient is receiving treatment. However, at times a Veteran will come to the UC that may be homeless, or just carrying extra belongings and these items must be stored in a separate area. This room shall include lockers to secure each patient’s belongings.

- 5. UC Security Station, Police Svc (SB851) 100 NSF (9.3 NSM)**
- a. *Provide one if ([UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*

This station is intended as a satellite location to the Police primary Operations Center. Ideally, the Security Station would have direct visible control of both the walk-in and EMS entrances, if both cannot be achieved, then priority is to have control of the walk-in entrance. Refer to Emergency Department PG-18-12 Design Guide Section 4 for room template.

- 6. UC Security Room, Police Svc (SB811)120 NSF (11.2 NSM)**
- a. *Provide one if [UC Level I] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*

This station or room is intended as a satellite location to the police primary operations center. When an open Security Station is used then the designer needs to implement other design features to provide controls to safeguard operating elements within the Security Station. This space should always have two ways to enter/exit, with one preferably directly to the exterior. Ideally, the Security Station / Room would have direct visible control of both the walk-in and EMS entrances. But if both cannot be achieved, then priority is to have control of the walk-in entrance.

- 7. UC Secure Evidence Room, Police Svc (SB821)..... 60 NSF (5.6 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*

B. FA 2: RECEPTION / PUBLIC AREA

- 1. UC General Waiting, Bldg Sprt (SB003)215 NSF (20.0 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 4,590
 - b. Provide one at 415 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 4,591 and 8,415
 - c. Provide one at 575 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 8,416 and 12,240
 - d. Provide one at 720 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125

This space shall have direct access to outside windows for daylight. It shall have a direct line of sight from the Reception / First Look Nurse desk. Allocated NSF accommodates Standard Chairs, Bariatric Chairs, Accessible Spaces, and internal circulation per Table below.

TABLE 2: GENERAL WAITING SPACE ALLOCATION

E/T Rooms	NSF	Stdrd Chairs	Bariatric Chair(s)	Accessible Space(s)	Total People
1 to 4	215	8	1	1	10
5 to 8	415	16	2	2	20
9 to 12	575	24	3	3	30
13 to 16	720	32	4	4	40

- 2. UC Family Waiting, Bldg Sprt (SB051)125 NSF (11.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 8,415
 - b. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 8,416 and 19,125

Minimum allocated NSF accommodates one lounge chair @ 12 NSF, one 2-seat sofa at 32 NSF, one accessible space @ 10 NSF, and circulation; total four people. Allocated 200 NSF accommodates one lounge chair @ 12 NSF, one 2-seat sofa @ 32 NSF, one 3-seat sofa @ 40 NSF, one accessible space @ 10 NSF, and circulation; total seven people.

- 3. UC Reception / Check-in, Clncl Sprt (SC183) 85 NSF (7.9 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 8,415
 - b. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 8,416 and 19,125

Minimum allocated space accommodates one Reception personnel position; 200 NSF accommodates two positions.

- 4. Quick Look Nurse / Nurse First Position Station, UC (CUC11) 100 NSF (9.3 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This Station shall be located near / adjacent to the Reception / Check-in. The First Look nurse will be stationed at an open desk that observes the walk-in entrance and the Waiting Room. This nurse will complete a rapid visual assessment of every arriving patient and make the key decision if the patient needs to be rushed into the UC. If not in need of urgent interventions, the First Look nurse will direct the patient to the appropriate location for further assessment (triage) or treatment (direct bedding) based on the preferred flow of the UC.

- 5. UC Quick Look Nurse / Nurse First PPE Alcove, SPS (SC856) 20 NSF (1.9 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 6. UC Copy / Supply Alcove, Stff Sprt (SS268) 40 NSF (3.8 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 7. UC Volunteer Welcome Station, Clncl Sprt (SC005) 40 NSF (3.8 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 8. UC Female Visitor Toilet, Bldg Sprt (SB202) 60 NSF (5.6 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 15,300
 - b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125

- 9. UC Male Visitor Toilet, Bldg Sprt (SB203) 60 NSF (5.6 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 15,300
 - b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125

- 10. UC Vending Alcove, VC Svc (SV692) 40 NSF (3.8 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,120
 - b. Provide one at 60 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 12,240
 - c. Provide one at 80 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125

- 11. UC Water Fountain Alcove, Bldg Sprt (SB122) 20 NSF (1.9 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Baseline requirement, please verify and comply with Plumbing Code as applicable.

- 12. UC Wheelchair / Lift Parking, Bldg Sprt (SB258)..... 80 NSF (7.5 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,120
 - b. Provide one at 100 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 19,125

This space allows temporary holding of beds, stretchers, gurneys, reclining chairs, wheelchairs for patients who arrive at the UC with these transport devices or need them to be transported to another area within the VAMC.

C. FA 3: PATIENT ASSESSMENT AREA

- 1. UC Patient Height / Weight Alcove, Clncl Sprt (SC067) 40 NSF (3.8 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125
- 2. Rapid Testing Room, UC (CUC15) 80 NSF (7.5 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This room should have quick access to both the First Look Station and the Triage Rooms. Its primary purpose is for testing a patient that may have a contagious infection immediately upon arrival to the UC. Negative Pressure.

- 3. Triage Room, UC (CUC12).....150 NSF (14.0 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 15,300
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125

The Triage Room shall be designed with direct access and visual observation of the UC Waiting Room. If possible, the Security Station should have visibility through the glass-front Triage Room to observe first interaction between nurse and patient. The room is also designed to have flow-through patient movement, so they enter directly from the Waiting Room and exit directly into the clinical area of the UC. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 4. Bariatric Triage Room, UC (CUC13).....180 NSF (16.8 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

The Bariatric Triage Room has the same purpose, and design, as the Triage Room, except it is to be larger in size to accommodate bariatric patients, patients on motorized wheelchairs, or a larger family group, as needed. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 5. UC Triage Patient Universal Toilet / Shower, Bldg Sprt (SB199) 85 NSF (7.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible wall-hung lavatory @ 13 NSF, one accessible shower @ 28 NSF, ABA clearances, and circulation.

- 6. UC PPE Alcove, SPS (SC856)..... 20 NSF (1.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This alcove is provided to dispense and don protective clothing prior to entering the Patient Area.

- 7. UC Medical Supplies Alcove, Clncl Sprt (SC282) 30 NSF (2.8 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 8. UC Clean Utility Alcove, Lgstcs Svc (SB735)..... 15 NSF (1.4 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

D. FA 4: PATIENT AREA

1. UC Results Pending Accessible Waiting, Bldg Sprt (SB071) 105 NSF (9.8 NSM)

- a. *Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*

A small internal waiting room for “vertical” patients that had tests completed and are comfortable awaiting test results in a chair or recliner. This space should be near a Consultation Room so results and discharge instructions can be delivered in a confidential environment. Allocated space accommodates one standard chair @ 9 NSF, one bariatric chair @ 14 NSF, two accessible spaces @ 10 NSF each, and circulation; total four people.

2. UC Quiet / Consult Room, Clncl Sprt (SC271)125 NSF (11.7 NSM)

- a. *Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*

3. General Exam / Treatment Room, UC (CUC21)160 NSF (14.9 NSM)

- a. *Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 5,355*
b. *Provide three if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 5,356 and 6,120*
c. *Provide four if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 6,885*
d. *Provide five if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 7,650*
e. *Provide six if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 8,415*
f. *Provide seven if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 8,416 and 9,180*
g. *Provide eight if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 9,945*
h. *Provide nine if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 13,770*
i. *Provide ten if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,771 and 14,535*
j. *Provide eleven if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 14,536 and 15,300*
k. *Provide twelve if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 16,065*
l. *Provide thirteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 16,066 and 16,830*
m. *Provide fourteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 16,831 and 17,595*

- n. *Provide fifteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 17,596 and 18,360*
- o. *Provide sixteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 18,361 and 19,125*

The General Exam / Treatment Room is used for patient consultation, examination, and various noninvasive treatments and procedures. The patient care permitted in this room is treatments that may require high-level disinfected or sterile instruments but do not require the environmental controls of a procedure room.

4. General E/T Room PPE / Equipment Alcove, UC (CUC41)..... 5 NSF (0.5 NSM)

- a. *Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 5,355*
- b. *Provide three if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 5,356 and 6,120*
- c. *Provide four if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 6,885*
- d. *Provide five if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 7,650*
- e. *Provide six if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 8,415*
- f. *Provide seven if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 8,416 and 9,180*
- g. *Provide eight if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 9,945*
- h. *Provide nine if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 13,770*
- i. *Provide ten if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,771 and 14,535*
- j. *Provide eleven if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 14,536 and 15,300*
- k. *Provide twelve if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 16,065*
- l. *Provide thirteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 16,066 and 16,830*
- m. *Provide fourteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 16,831 and 17,595*
- n. *Provide fifteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 17,596 and 18,360*
- o. *Provide sixteen if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 18,361 and 19,125*

This alcove is provided to dispense and don protective clothing prior to entering the Patient Area. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 5. Bariatric Exam / Treatment Room, UC (CUC23)190 NSF (17.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 4,591 and 19,125

A Bariatric Patient Exam/Treatment Room has the same purpose, and design, as the General E/T Room, except for room dimensions, clearances and equipment to accommodate bariatric patients. This room shall be equipped with a bariatric stretcher and an overhead H-style patient lift system, capable of greater than 750-pound lifting capacity. It shall have a 6'-0" diameter clear turning space within the room. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 6. Bariatric E/T PPE / Equipment Alcove, UC (CUC41) 5 NSF (0.5 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 4,591 and 19,125

This alcove is provided to dispense and don protective clothing prior to entering the Patient Area. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 7. UC Bariatric Patient Toilet, Bldg Sprt (SB163) 75 NSF (7.0 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 4,591 and 19,125

- 8. Airborne Infection Isolation (All) Exam / Treatment Room, UC (CUC27)200 NSF (18.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,061 and 12,240
b. Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125

A negative-pressure Airborne Infection Isolation (All) E/T Room is designed to isolate a patient who is suspected of, or has been diagnosed with, an airborne infectious disease. Therefore, the negative-pressure isolation room, is designed to help prevent the spread of a disease via respiratory droplets from an infected patient. This Exam / Treatment Room shall have an Anteroom where all entry/exit of patients, staff, and equipment into the All E/T room must pass through. This room has a dedicated patient Toilet that can only be accessed directly from the All room. This room does have special requirements for airflow that are further defined in the Mechanical Design portion of this Design Guide. Otherwise, this room is equipped just like a General E/T Room. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 9. Airborne Infection Isolation (All) Anteroom, UC (CUC28)140 NSF (13.1 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,061 and 12,240*
 - b. *Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125*

Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 10. UC Airborne Infection Isolation (All) Patient Toilet, Bldg Sprt (SB190) 60 NSF (5.6 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,061 and 12,240*
 - b. *Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125*

Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 11. Mental Health Exam / Treatment Room, UC (CUC25)190 NSF (17.7 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 1,531 and 2,295*
 - b. *Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 2,296 and 10,710*
 - c. *Provide three if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 10,711 and 11,475*
 - d. *Provide four if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 11,476 and 19,125*

The Mental Health E/T Room is a diversely designed swing room that can be utilized as a General E/T Room or one dedicated to patients who are triaged with a mental health condition. This E/T room is shown to be both right- and left-handed layout. This is done to provide a central nurse observation desk with direct observation into two adjacent Mental Health E/T rooms so that these mental health patients can be monitored 1:1 at all times. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 12. UC MH E/T Nurse Observation Alcove, Clncl Sprt (SC149) 10 NSF (1.0 NSM)**
- a. *Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 1,531 and 2,295*
 - b. *Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 2,296 and 10,710*
 - c. *Provide three if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 10,711 and 11,475*
 - a. *Provide four if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 11,476 and 19,125*

- 13. Mental Health Intervention Room, UC (CUC26).....115 NSF (10.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

The mental health intervention room provides an environment suitable for unstable situations and rapid medical and psychiatric evaluation of patients in acute crisis and improves the capacity to safely control the patient; this room shall be located away from General Waiting. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 14. UC MH Intervention Room Nurse Observation Alcove, CIncl Sprt (SC149)..... 10 NSF (1.0 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This space allows for constant observation of patients in the Mental Health Intervention Room. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 15. UC MH Patient Toilet, Bldg Sprt (SB190)..... 60 NSF (5.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF accommodates one accessible toilet @ 25 NSF, one wall-hung lavatory @ 12 NSF, ABA clearances, and circulation.

- 16. UC MH Patient Toilet / Shower, Bldg Sprt (SB149)..... 70 NSF (6.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 17. GYN Exam / Treatment Room, UC (CUC24).....160 NSF (14.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,826 and 13,005
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

The GYN Patient Exam / Treatment Room has the same design, as the General E/T Room, except it has a Toilet Room directly connected to it. This room shall be dedicated to Women’s health services but may accommodate other patients, as necessary. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 18. UC GYN Patient Toilet, Bldg Sprt (SB172)..... 60 NSF (5.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,826 and 13,005
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

- 19. GYN E/T PPE / Equipment Alcove, UC (CUC41) 5 NSF (0.5 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This alcove is provided to dispense and don protective clothing prior to entering the Patient Area. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 20. Procedure Room, UC (CUC31)200 NSF (18.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

The Procedure Room is a room designated for the performance of special procedures that do not require a restricted environment but may use sterile instruments or equipment. This area is dedicated to the immediate care of patients where minor surgical procedures, generally taking less than an hour, which are performed under only topical, local, regional anesthesia, or minimal intravenous sedation. Minimal intravenous sedation is a drug-induced state during which a patient responds normally to verbal commands, and the patient’s airway reflexes, ventilator functions, and cardiovascular functions are unaffected. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 21. UC Patient Toilet, Bldg Sprt (SB201) 60 NSF (5.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 19,125

- 22. UC Laboratory, Path Svc (CL846) 80 NSF (7.5 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 23. Point-of-Care (POC) Testing Alcove, UC (CUC33)..... 50 NSF (4.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Point-of-Care Testing (POC) enables more rapid on-site clinical decision-making in the process of diagnosis, treatment choice and monitoring, and prognosis, as well as operational decision making and resource utilization. Refer to Urgent Care PG-18-12 Design Guide Section 4 for room template.

- 24. UC Handwashing Station, Clncl Sprt (SC189) 10 NSF (1.0 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 19,125

- 25. Outbound / Inbound Staging / Holding Bay, UC (CUC34) 100 NSF (9.3 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This room can also serve as the screening location for observation/non-ambulatory patients. The first Holding Bay will be provided with a ceiling lift system.

- 26. UC Staff Toilet, Bldg Sprt (SB191) 60 NSF (5.6 NSM)**
a. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

E. FA 5: STAFF WORK AREA

Open staff work core for each UC module providing workspace and non-public staff circulation while visually connecting Exam / Treatment Rooms. This space provides for team huddles and planning, required staff computer access, patient arrival, and scheduling notifications, etc. Providers may have administrative space within the work core.

- 1. UC MD/NP/PA Provider Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 15,300
c. Provide three if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125
- 2. UC MH Provider Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 19,125
- 3. UC Consultant Provider Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 11,475
b. Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 11,476 and 19,125
- 4. UC Charge Nurse Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
a. Provide one if [UC Level I] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 5. UC Nurse Workstation, Staff Spt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,120*
 - b. Provide three if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 9,180*
 - c. Provide four if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 12,240*
 - d. Provide five if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 15,300*
 - e. Provide six if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 18,360*
 - f. Provide seven if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 18,361 and 19,125*
 - g. Provide one if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 3,060*
 - h. Provide two if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,061 and 6,120*
 - i. Provide three if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,121 and 9,180*
 - j. Provide four if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 12,240*
 - k. Provide five if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 15,300*
 - l. Provide six if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 18,360*
 - m. Provide seven if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 18,361 and 19,125*
- 6. UC Telemetry Monitoring Workstation, Staff Spt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125*
- 7. UC Social Worker Workstation, Staff Spt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 7,650*
 - b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 7,651 and 19,125*

- 8. UC Touch-Down Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 12,240
 - b. Provide three if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125
 - c. Provide one if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 12,240
 - d. Provide two if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 12,241 and 19,125
- 9. UC Clerk Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125
- 10. UC Trainee Workstation, Stff Sprt (SS215) 50 NSF (4.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 3,061 and 9,945
 - b. Provide two if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 19,125
- 11. Tele-Health Room, UC (CUC46)120 NSF (11.2 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) or [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125
- 12. UC Medication Room, Phrm Svc (SV583)120 NSF (11.2 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This room shall be under the visual control of the nursing staff. This room will contain a work counter, a hand-washing sink, a lockable refrigerator, and a locked storage cabinet for controlled drugs.
- 13. UC Point of Use Medication Alcove, Phrm Svc (SV581) 50 NSF (4.7 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 19,125
 - b. Provide one if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 9,180
 - c. Provide two if [UC Level III] and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,181 and 19,125
- 14. ACLS Crash Cart Alcove, UC (CUC42) 20 NSF (1.9 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 15. UC Nourishment Alcove, Clncl Sprt (SC296) 40 NSF (3.8 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

This alcove shall be located near the central nurse work area. It shall contain a work counter, hand-washing sink, refrigerator, microwave, and storage cabinets. It also will typically have an icemaker which must be a self-dispensing type.

- 16. UC Portable Imaging Equipment Alcove, Clncl Sprt (SC180) 20 NSF (1.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 17. UC Mobile Equipment Alcove, Clncl Sprt (SC090)..... 20 NSF (1.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 9,945
b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 19,125

Temporary holding of mobile equipment like specialized supply / treatment carts, clean linen carts, crash carts, etc.

- 18. Mobile Equipment Storage Room, UC (CUC48).....160 NSF (14.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 9,945
b. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 19,125

- 19. UC Copy / Supply Alcove, Stff Sprt (SS268) 40 NSF (3.8 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

- 20. UC Wheelchair / Stretcher / Lift Parking, Bldg Sprt (SB258) 60 NSF (5.6 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

F. FA 6: SUPPORT AREA

- 1. UC Clean Supply Room, Lgstcs Svc (SB737) 100 NSF (9.3 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
b. Provide one at 140 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 13,005
c. Provide one at 180 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

- 2. Clean Equipment Storage Room, UC (CUC63)120 NSF (11.2 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
 - b. Provide one at 160 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 13,005
 - c. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125
- 3. UC Blanket Warmer Alcove, Clnd Sprt (SC010) 10 NSF (1.0 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125
- 4. UC Soiled Utility / Trash Room, Lgstcs Svc (SB743) 80 NSF (7.5 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 10,710
 - b. Provide one at 100 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 10,711 and 19,125

This room is used for disposal of waste material as well as temporary holding of items to be returned to SPS.

- 5. General Storage Room, UC (CUC66)160 NSF (14.9 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
 - b. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 13,005
 - c. Provide one at 220 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

General UC storage space.

- 6. UC Wheelchair / Stretcher / Lift Storage Room, Bldg Sprt (SB259). 80 NSF (7.5 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
 - b. Provide one at 100 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 19,125
- 7. UC Housekeeping Room, Bldg Sprt (SB244) 80 NSF (7.5 NSM)**
 - a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

G. FA 7: STAFF AND ADMINISTRATIVE AREA

- 1. UC Medical Director Office, Staff Sprt (SS204)..... 100 NSF (9.3 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF per OMB M-12-12 Memorandum Freeze the Footprint (RTF) in Federal Facilities.

- 2. UC Administrative Officer (AO) Office, Staff Sprt (SS204) 100 NSF (9.3 NSM)**
a. Provide one if ([UC Level I] or [UC Level II]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 9,946 and 19,125

Allocated NSF per OMB M-12-12 Memorandum Freeze the Footprint (RTF) in Federal Facilities.

- 3. UC Nurse Manager Office, Staff Sprt (SS205)..... 80 NSF (7.5 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF per OMB M-12-12 Memorandum Freeze the Footprint (RTF) in Federal Facilities.

- 4. UC Assistant Nurse Manager Office, Staff Sprt (SS205)..... 80 NSF (7.5 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 19,125

- 5. UC Administrative Support Workstation, Staff Sprt (SS218) 56 NSF (5.3 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

Allocated NSF per OMB M-12-12 Memorandum Freeze the Footprint (RTF) in Federal Facilities.

- 6. UC Staff Breakroom, Staff Sprt (SS262)160 NSF (14.9 NSM)**
a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
b. Provide one at 200 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 13,005
c. Provide one at 240 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

This room would preferably have exterior windows for access to natural daylight. This room should be equipped with storage cabinets, a sink, refrigerator, icemaker, microwave oven, and coffee maker. It should be provided with tables that can remain individual or ganged together for larger groups to gather at.

- 7. UC Staff Universal Personal Property Locker Room, Stff Sprt (SS246) 80 NSF (7.5 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
 - b. Provide one at 100 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 15,300
 - c. Provide one at 140 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 15,301 and 19,125

Locate this space adjacent / near the UC Staff Universal Shower.

- 8. UC Staff Universal Toilet, Bldg Sprt (SB191) 60 NSF (5.6 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 6,885
 - b. Provide two if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 6,886 and 19,125

Allocated NSF accommodates one accessible toilet @ 25 NSF, one wall-hung lavatory @ 12 NSF, ABA clearances, and circulation.

- 9. UC Staff Universal Toilet / Shower, Bldg Sprt (SB196)..... 85 NSF (7.9 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 19,125

H. FA 8: EDUCATION AREA

- 1. UC Staff Conference / Training Room, Educ Svc (SS111)300 NSF (27.9 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 13,005
 - b. Provide one at 545 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125
- 2. UC Training Storage Room, Educ Svc (SS106)..... 100 NSF (9.3 NSM)**
- a. Provide one if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 191 and 13,005
 - b. Provide one at 160 NSF if ([UC Level I] or [UC Level II] or [UC Level III]) and if [Urgent Care annual Clinic Stops (Stop Code 131) projected] is between 13,006 and 19,125

I. SEPS IMPORTER SHORTCUTS

The following shortcuts are used in the Room Criteria Statements in the Urgent Care Functional Areas. These shortcuts are used during upload of this document into the Space and Equipment Planning System (SEPS) software during implementation of the space planning parameters contained herewith to allow for mathematical or logical calculations to be performed. Input Data Statements (IDSs), Rooms or a partial calculation formula can have a shortcut.

1. *Urgent Care annual Clinic Stops (Stop Code 131) projected:* [How many Urgent Care annual Clinic Stops (Stop Code 131) are projected for this facility?]
2. *UC Level I:* [Is Urgent Care Level I authorized for this site?]
3. *UC Level II:* [Is Urgent Care Level II authorized for this site?]
4. *UC Level III:* [Is Urgent Care Level III authorized for this site?]

6. PLANNING AND DESIGN CONSIDERATIONS

A. GENERAL

1. Refer to Department of Veterans Affairs (VA) Office of Construction Facilities Management (CFM) Space Planning and Design Standards applicable to this chapter available at the VA Technical Information Library (TIL) [Department of Veterans Affairs Office of Construction and Facilities Management \(CFM\) Technical Information Library \(TIL\)](#)
2. The rooms / spaces listed in this document are the basis for the SEPS generated Program for Design (PFD). The rooms / spaces included in the SEPS PFD will be driven by projected workload values (SC-131) for the UC station where the project is located and by its assignment of Urgent Care Level (I, II or III).
3. The Reception/Public Area, Security/Police Area, and Patient Assessment Area all work together as the public facing part of the UC.

B. RECEPTION / PUBLIC AREA

1. The Security Room or Station must be positioned to allow “back door” exit to access a corridor to the main UC without traveling through the General Waiting area.
2. Public areas are developed for safe and secure environment for Veterans, staff, families, and visitors that arrive at the UC with patients.
3. The General Waiting must have direct access to outside windows for daylight. There must be direct line-of-sight from the Reception / Check-in desk and First Look Station.
4. First Look and Reception / Check-in must have an escape path back into the UC clinical area in the event of a dangerous situation.

C. PATIENT ASSESSMENT AREA

1. The Patient Assessment Area connect the Reception / Public Are to the Patient and Staff areas.
2. The Triage Room and Bariatric Triage Room are provided for quick clinical assessment of the patients' severity of injury or illness and transfer each patient to the appropriate E/ T Room in the UC for treatment.

D. PATIENT AREA

1. The Patient and Staff Work Areas must be designed in a modular approach, refer to PG-18-12.
2. Location of the Results Pending Waiting Room must allow direct observation of the space by clinical personnel. Patients wait here for final discharge instructions. This Consult Room must be located near this space.
3. The General E/T Room is used for patient consultation, examination, and various noninvasive treatments. This room is the basic building block of the UC.
4. The Airborne Infection Isolation (All) E/T Room and Patient Toilet is provided for patients diagnosed or potentially having an airborne infectious disease. Access to these rooms must be through the Anteroom.
5. The Mental Health E/T Room and the MH Intervention Room must have an adjacent Nurse Observation alcove. The MH Intervention Room must be located away from the waiting area. These rooms must meet the requirements in the latest version of VA Mental Health Environment of Care Checklist.
6. The Procedure Room should have a directly accessible Patient Toilet.

E. STAFF WORK AREA

1. Locate clinical staff work area to allow visual monitoring and control of the E/T Rooms.
2. Provide an open staff work area for each UC E/T Room Module. This space provides for clinical and support staff coordination.
3. A Medication Room or Alcove must be under visual control of the nursing staff.

7. FUNCTIONAL RELATIONSHIPS

Urgent Care to Patient Care / Patient Care Support Services

SERVICES	FUNCTIONAL RELATIONSHIP
CLNCL: Emergency	2
BLDG SPRT: Police & Security	2
CLNCL SPRT: OIT: Server	3
CLNCL: Cardiology	3
BLDG SPRT: ENG: Biomedical Repair	3
CLNCL SPRT: OIT: Telecommunications	3
BLDG SPRT: Logistics Svc: Warehouse	3
CLNCL SPRT: EMS: Production	3
OP: CBMH: Specialty: IOP / SUD	3
CLNCL: Path Svc: Clinical Pathology	3
OP: CBMH: General	3
OP: CBOP: Laboratory	3
OP: CBOP: Patient Care	3
OP: CBOP: Logistics	3
OP: CBOP: Police	3
STFF SPRT: HAS: Health Information Management Section (HIMS)	3
VET SPRT: PHRM Svc: Outpatient	3

Functional Relationship Key:

- 1 High
- 2 Moderate
- 3 Minimal

8. FUNCTIONAL DIAGRAMS

a. Urgent Care Level I: 8 Exam / Treatment Rooms

