



1

of seats per whatever unit of the area it serves, and then trying to accommodate these particular physical needs of the population who will use it, we also need to see and understand waiting spaces from patient point of view which is often irritating, stressful, full of nervousness, anxiety and unease mainly caused by overcrowded nature of the space with little privacy, too much noise, lack of sightlines to information sources, minimal support for personal devices, uncomfortable and unappealing environments with few positive distractions.

Create inviting spaces that reduce stress

Create inviting spaces that reduce stress. We have been designing comfortable settings and hosting amenities by incorporating soothing materials, textures, colours, lighting, and views, along with a space for items such as bags, personal devices or beverage. It is important to understand and take care of people's preferences for varying levels of noise and other stimuli, and create quiet zones where people can retreat from sources of noise as well as

2. Art and flea market as extension to waiting areas at Nagpur unit of HCG.

Well-planned waiting spaces

Lobbies must be designed with much of the seating oriented perpendicular to the exterior view and the reception area, enabling patients to maintain visibility to the check-in area

BY MANU MALHOTRA

Healthcare experiences are made up of more than moments of care—they also include the time spent in transition between those moments. One of the first spaces patients and families encounter, the waiting room is traditionally considered a necessary element in every hospital and medical

facility, yet it rarely drives the planning process and seldom is subjected to a rigorous review. These transitional spaces where patients and their families wait are often uncomfortable and unappealing, increasing feelings of stress and negative mind sets.

Beside typically following codes and/or guidelines to determine the number



2

1. The lounge waiting at Nayati Medicity, Gurugram.