CHAPTER 256: EMERGENCY DEPARTMENT (ED) AND URGENT CARE CLINIC (UCC)

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1 PURPOSE AND SCOPE

VHA Handbook 1101.05 was used as reference in the development of this document.

This document outlines Space Planning Criteria for Chapter 256: Emergency Services. It applies to all medical facilities at the Department of Veterans Affairs (VA).

This chapter is formatted to address the ED and UCC independently as stated in VA policy documents. A coexisting ED and UCC shall be addressed based on local facility requirements. Depending on the operational structures of a facility, a coexisting ED/UCC can adapt the space criteria in this chapter to suit their needs, and avoid unnecessary duplication of spaces.

2 DEFINITIONS

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 insure 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).

ALOS: Acronym for “Average Length of Stay”.

Clinic Stop: A clinic stop is one encounter of a patient with a healthcare provider. Per these criteria, the clinic stop is the workload unit of measure for space planning. One individual patient can have multiple procedure / suite stops in a single visit or in one day. Clinic Stops are captured in the Stop Codes.

Emergency Care: Emergency care is the resuscitative or stabilizing treatment needed for any acute medical or psychiatric illness or condition that poses a threat of serious jeopardy to life, serious impairment of bodily functions, or serious dysfunction of any bodily organ or part.

Emergency Department (ED): An ED is a unit that is dedicated to providing resuscitative therapy and stabilization in life threatening situations. It is staffed and equipped to provide initial evaluation, treatment, and disposition for a broad spectrum of illnesses, injuries, and psychiatric disorders, regardless of the level of severity. Care is provided in a clearly defined area dedicated to the ED and operates 24 hours a day, 7 days a week (24/7).

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.

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 total time commitment equals that of a full-time employee. One FTE equals a 40 hours per week.

Functional Area (FA): The grouping of rooms and spaces based on their function within a clinical service. Functional Areas for both Emergency Department and Urgent Care Clinic include: Reception Area, Patient Care Area, Ancillary Patient Care Area, Support Area, Staff and Administrative Area, and Education Area.
Input Data Statements: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD) (see definition below) based on the criteria parameters set forth in this document. Input Data Statements could be Mission related, based in the project’s Concept of Operations; and Workload or Staffing related, based on projections and data provided by the VHA or the VISN about the estimated model of operation for the facility. This information is processed through mathematical and logical operations in VA-SEPS (see definition below).

Isolation / Restraint: A method of involuntary restriction, chemical or physical, of an individual’s freedom of movement, physical activity, or normal access to his / her body.

Mental Health Intervention Suite: Includes a Mental Health Intervention room, anteroom for nurse observation and charting, and a toilet. The suite should be designed to keep the patient under direct supervision.

Mental Health Intervention: A mental health intervention is where seriously disturbed, agitated, or intoxicated patients may be taken immediately on arrival. It provides an environment suitable for the rapid medical and psychiatric evaluation of dangerously unstable situations and the capacity to safely control them. When possible, it should be away from the waiting area and have a nursing station or work area adjacent. While it is not a seclusion room, it should meet the standards for seclusion room construction outlined in the Mental Health Environment of Care Checklist (found at: [http://vaww.ncps.med.va.gov/guidelines.html](http://vaww.ncps.med.va.gov/guidelines.html)). NOTE: This is an internal Web site and is not available to the public. If possible, all VHA EDs and UCCs need to have one room meeting these requirements in the ED or UCC. This room was previously called Isolation / Seclusion Room.

Military Sexual Trauma (MST) (defined according to Title 38 U.S. Code 1720D): “physical assault of a sexual nature, battery of a sexual nature or sexual harassment that occurred while a Veteran was serving on active duty or active duty for training.” Sexual harassment is further defined as “repeated, unsolicited verbal or physical contact of a sexual nature which is threatening in character.” The location where the sexual trauma occurred, the genders of the people involved, and their relationship to each other do not matter.

NSF: Acronym for “Net Square Feet.” The area of a room/space as measured from the inside surface of a wall to the inside surface of the opposite wall.

Observation Patient: An observation patient is a patient with a medical, surgical, or psychiatric condition showing a degree of instability or disability that needs to be monitored, evaluated, and assessed for either admission to inpatient status or assignment to care in another setting.

Observation Unit: An observation unit is a designated area that can be either a virtual unit located anywhere in the facility, or a unit located in close proximity to the ED where patients with medical, surgical, or psychiatric conditions can be kept for up to 23 hours and 59 minutes for extended monitoring, evaluation, and treatment.

Observation Status Bed: An observation status bed is a bed in the ED where patients with medical, surgical, or psychiatric conditions can be kept for up to 23 hours and 59 minutes for extended monitoring, evaluation, and treatment. These beds must be in close proximity to a nurse’s station / work area to facilitate observation.

Program for Design (PFD): A listing of all of the spaces and rooms to included in a service and the corresponding net square foot area of each space and room. This listing of spaces and rooms is based on criteria set forth in this document and specific information about Program Mission, Workload projections and Staffing levels authorized.
Reception: This is the Meet/Greet function for the clinic; may serve as check-in for appointments.

SEPS (VA-SEPS): Acronym for “Space and Equipment Planning System”, a digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and an Equipment List for a VA healthcare project based on specific information entered in response to Input Data Statements. VA-SEPS incorporates the propositions set forth in this chapter as well as all chapters in VA’s PG-18-9. VA-SEPS has been designed to aid healthcare planners in creating a program for design based on a standardized set of criteria parameters.

SANE: Acronym for “Sexual Assault Nurse Examiner”.

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. Other workload indicators are (annual) bed-days of care and (annual) scripts filled.

Urgent Care: Urgent care is unscheduled ambulatory care for an acute medical or psychiatric illness or minor injuries for which there is a pressing need for treatment to prevent deterioration of the condition or impairing possible recovery.

Urgent Care Clinic (UCC): An UCC is a facility that encompasses the spaces required to provide ambulatory medical care for patients without a scheduled appointment who are in need of immediate attention for an acute medical or psychiatric illness, or minor injuries.

Workload: Emergency Department / Urgent Care Clinic workload is captured by the following Stop Codes: 130: Emergency Department and 131: Urgent Care are used as criteria parameters to capture workload and drive the space calculation.

3 OPERATING RATIONALE AND BASIS OF CRITERIA

Workload Projections or planned services / modalities for a specific VA medical center, hospital or satellite outpatient clinic project are generated by the VA Office of Policy and Planning (OPP) based upon the expected veteran population in the respective market / service area. Healthcare and clinical planners working on VA medical center, hospital or satellite outpatient clinic projects shall utilize and apply the workload based criteria identified, herein, services and modalities to determine space requirements for the project.

Space planning criteria have been developed on the basis of an understanding of the activities involved in the functional areas required for Emergency Department / Urgent Care Clinic and its relationship with other services of a medical facility. These criteria are predicated on established and/or anticipated best practice standards, as adapted to provide environments supporting the highest quality health care for Veterans.

Exam / Treatment Room capacity calculation per year should be based on:

\[
\text{Operating Days per Year} \times \frac{\text{Hours of Operation per Day}}{\text{Average Length of Stay (ALOS) in Minutes} / 60 \text{ Minutes}} = \text{Annual Room Workload Capacity}
\]

A. The general Criteria Planning model for a VA ED/UCC facility assumes 365 Operating Days per Year and 12 Hours of Operation per Day for Emergency Departments (EDs), and 250 Operating Days per Year and 12 Hours of Operation per Day for Urgent Care Clinics (UCCs). Room capacity for UCCs will fluctuate as hours of operation are modified.
B. Exam / Treatment Room calculation based on workload methodology; Calculation Parameters:

1. Fixed Values:
   a. Operating Days per year:
      a) Emergency Department (ED): 365
      b) Urgent Care Clinic (UCC): 250
   b. Hours of Operation per day:
      a) Emergency Department (ED): 12
      b) Urgent Care Clinic (UCC): 12
   c. Room Utilization Factor:
      a) Emergency Department (ED): 80%
      b) Urgent Care Clinic (UCC): 80%
   d. Average Length of Stay (ALOS) in minutes:
      a) Emergency Department (ED): 180 minutes
      b) Urgent Care Clinic (UCC): 120 minutes

2. ED Exam / Treatment Room and UCC Exam / Treatment Room Calculation:

\[
\text{ED Annual Room Workload Capacity} = \frac{\text{Operating Days per Year} \times \text{Hours of Operation per Day} \times \text{ALOS in Minutes} / 60 \text{ Minutes}}{\text{Utilization Factor}}
\]

The resulting Annual Room Workload Capacity, expressed in Clinic Stops, represents a 100% Utilization Factor for the Exam / Treatment Room, which is not realistic. The Utilization Factor shall be applied to this value to obtain the Annual Room Workload Capacity (Planning Parameter).

Example for Emergency Department (ED):

Step 1:

\[
\frac{365 \text{ Operating Days per Year} \times 12 \text{ Hours of Operation per Day}}{180 \text{ Minutes} / 60 \text{ Minutes}} = 1,460 \text{ ED Annual Room Workload Capacity}
\]

Step 2:

\[1,460 \times 0.80 \text{ (Utilization Factor)} = 1,168 \text{ ED Project-Based Annual Room Workload Capacity}\]

Step 3:

The projected number of Emergency Department (ED) annual Clinic Stops (Stop Code 130) for the target year for a project divided by the ED Annual Room Workload Capacity (Planning Parameter) results in the number of Emergency Department (ED) Exam / Treatment Rooms that will be generated for the project.
Example for Urgent Care Clinic (UCC):

Step 1:

\[
\text{250 Operating Days per Year} \times \text{12 Hours of Operation per Day} \times \frac{120 \text{ Minutes}}{60 \text{ Minutes}} = 1,500 \text{ UCC Annual Room Workload Capacity}
\]

Step 2:

\[
1,000 \times 0.80 \text{ (Utilization Factor)} = 1,200 \text{ UCC Project-Based Annual Room Workload Capacity}
\]

Step 3:

The projected number of Urgent Care Clinic (UCC) annual Clinic Stops (Stop Code 131) for the target year for a project divided by the UCC Annual Room Workload Capacity (Planning Parameter) results in the number of Urgent Care Clinic (UCC) Exam/Treatment Rooms that will be generated for the project.

**TABLE 1: WORKLOAD PARAMETER CALCULATION**

<table>
<thead>
<tr>
<th>CLINIC STOP CODE DESIGNATION</th>
<th>AVERAGE LENGTH OF CLINIC STOP (minutes)</th>
<th>ROOM EFFICIENCY FACTOR</th>
<th>ANNUAL WORKLOAD CAPACITY OF ONE ROOM**</th>
<th>MINIMUM ANNUAL WORKLOAD TO GENERATE A ROOM***</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stop Code 130 ED</td>
<td>180</td>
<td>80%</td>
<td>1,168</td>
<td>350</td>
</tr>
<tr>
<td>Stop Code 131 UCC</td>
<td>120</td>
<td>80%</td>
<td>1,200</td>
<td>360</td>
</tr>
</tbody>
</table>

Based on the preceding calculation parameters for Emergency Department (ED) and Urgent Care Clinic (UCC) summarized in Table 1, the projected number of annual clinic stops for each service will be used to calculate the number of Exam/Treatment Rooms required; the minimum workload needed to generate an Exam/Treatment Room is 30% of the Annual Workload Capacity for one room.

4 EMERGENCY DEPARTMENT (ED) INPUT DATA STATEMENTS

A. **Emergency Mission Input Data Statements**

1. Is an Emergency Department (ED) authorized? (M)
   a. Is an ED Orthopedics Cast Room authorized? (M)
   b. Is an ED On-Call Room authorized? (M)
   c. Is an ED Lab Area authorized? (M)
   d. Is an ED Disaster Mitigation Supplies Storage authorized? (M)

B. **Emergency Workload Input Data Statements**

1. How many Emergency Department (ED) annual Clinic Stops (Stop Code 130) are projected? (W)

C. **Emergency Staffing Input Data Statements**

1. How many ED Receptionist FTE positions are authorized? (S)
2. How many ED Security FTE positions are authorized? (S)
D. Emergency Miscellaneous Input Data Statements
1. Is an ED SANE Exam / Treatment Room authorized? (Misc)
2. Is an additional ED Mental Health Exam / Treatment room, greater than one, authorized? (Misc)
3. How many ED FTEs will work on peak shift? (Misc)
4. How many ED FTE positions are not authorized to have an office or work space? (Misc)
5. Is an ED General Radiology Procedure Room authorized? (Misc)
6. Is an ED CT Procedure Room authorized? (Misc)
7. Is decontamination capability authorized for the Emergency Department (ED)? (Misc)

5 SPACE CRITERIA: EMERGENCY DEPARTMENT (ED)

A. FA1: Emergency Department: Reception Area:

1. Vestibule, Emergency Department (LOB02) ....................... 200 NSF (18.6 NSM)
   Provide one if an Emergency Department (ED) is authorized.

2. Waiting, General (WTG04) ...................................................... 100 NSF (9.3 NSM)
   Provide one if the projected number of Exam / Treatment Rooms (of all types) is two; provide WTG06 if the projected number of Exam / Treatment Rooms (of all types) is three; provide WTG08 if the projected number of Exam / Treatment Rooms (of all types) is four; provide WTG10 if the projected number of Exam / Treatment Rooms (of all types) is five; provide WTG12 if the projected number of Exam / Treatment Rooms (of all types) is six; provide WTG14 if the projected number of Exam / Treatment Rooms (of all types) is seven; provide WTG16 if the projected number of Exam / Treatment Rooms (of all types) is eight; provide WTG18 if the projected number of Exam / Treatment Rooms (of all types) is nine; provide WTG20 if the projected number of Exam / Treatment Rooms (of all types) is ten; provide WTG22 if the projected number of Exam / Treatment Rooms (of all types) is eleven; provide WTG24 if the projected number of Exam / Treatment Rooms (of all types) is twelve; provide WTG26 if the projected number of Exam / Treatment Rooms (of all types) is thirteen; provide WTG28 if the projected number of Exam / Treatment Rooms (of all types) is fourteen; provide WTG30 if the projected number of Exam / Treatment Rooms (of all types) is fifteen.

   The Emergency Department Exam / Treatment Rooms include:
   a. Emergency Department (ED) Exam / Treatment Room,
   b. Negative Pressure Isolation Exam / Treatment Room,
   c. Positive Pressure Isolation Exam / Treatment Room,
   d. Bariatric Exam / Treatment Room, and
   e. SANE Exam / Treatment Room

WTG04: Allocated space accommodates two standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total four people.

WTG06: Allocated space accommodates four standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total six people.
WTG08: Allocated space accommodates six standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total eight people.

WTG10: Allocated space accommodates eight standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total ten people.

WTG12: Allocated space accommodates ten standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total twelve people.

WTG14: Allocated space accommodates twelve standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total fourteen people.

WTG16: Allocated space accommodates twelve standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total sixteen people.

WTG18: Allocated space accommodates fourteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total eighteen people.

WTG20: Allocated space accommodates sixteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty people.

WTG22: Allocated space accommodates eighteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty-two people.

WTG24: Allocated space accommodates twenty standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty-four people.

WTG26: Allocated space accommodates twenty standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total twenty-six people.

WTG28: Allocated space accommodates twenty-two standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total twenty-eight people.

WTG30: Allocated space accommodates twenty-four standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total thirty people.

3. **Reception / Check-In (RCED2) .............................................. 240 NSF (22.3 NSM)**

   Provide one if two Emergency Department Receptionist FTE positions are authorized if an Emergency Department (ED) is authorized; provide RCED3 if three Emergency Department Receptionist FTE positions are authorized if an Emergency Department (ED) is authorized.

   RCED2: Allocated NSF accommodates two ED Reception FTEs, patient privacy area, and circulation.
RCED3: Allocated NSF accommodates three ED Reception FTEs, patient privacy area, and circulation.

This space accommodates patient check-in and scheduling activities.

4. **Alcove, Copier / Printer (RPR03)** .............................................. 40 NSF (3.8 NSM)
   Provide one if an Emergency Department (ED) is authorized.

5. **Consultation Room (OFDC2)** ................................................ 120 NSF (11.2 NSM)
   Provide one if an Emergency Department (ED) is authorized.

   This room will also be used as family consultation, grieving (bereavement), conflict resolution, quiet room, etc.

6. **Security Station (RCSS1)** .......................................................... 65 NSF (6.1 NSM)
   Provide one if one Emergency Department Security FTE position is authorized; provide RCSS2 if two Emergency Department Security FTE position is authorized if an Emergency Department (ED) is authorized.

   **RCSS1**: Allocated NSF accommodates one Security FTE and patient privacy area. Locate this space adjacent to Reception / Check-in.

   **RCSS2**: Allocated NSF accommodates two Security FTEs and patient privacy area. Locate this space adjacent to Reception / Check-in.

7. **Toilet, Public (TNPG1)** ............................................................... 60 NSF (5.6 NSM)
   Minimum two, provide an additional two for every increment of ten Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, and SANE Exam / Treatment Rooms greater than ten if an Emergency Department (ED) is authorized.

   Allocated NSF accommodates one accessible toilet @ 25 NSF, one wall-hung lavatory @ 12 NSF, ABA clearances, and circulation. When more than two rooms are provided, consideration should be given to multi-fixture toilet rooms in lieu of additional private toilet rooms.

8. **Vending Area (BX001)** ............................................................... 40 NSF (3.8 NSM)
   Provide one if an Emergency Department (ED) is authorized.

9. **Alcove, Public Telephone (LOB03)** .......................................... 20 NSF (1.9 NSM)
   Provide one if an Emergency Department (ED) is authorized.

10. **Alcove, Water Fountain (LOB04)** .............................................. 20 NSF (1.9 NSM)
    Provide one if an Emergency Department (ED) is authorized.

   Allocated NSF accommodates one high and one low mounted fountain per ADA requirements.

11. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** ........................ 60 NSF (5.6 NSM)
    Provide one if an Emergency Department (ED) is authorized.

**B. FA 2: Emergency Department: Patient Care Area:**

1. **Patient Room, Triage (EXTR1)** .............................................. 140 NSF (13.1 NSM)
   Minimum two; provide an additional one for every increment of ten Emergency Department (ED) Exam / Treatment Rooms, of all types, greater than ten if an Emergency Department (ED) is authorized.
2. **Exam / Treatment Room (TRET4) ........................................140 NSF (13.1 NSM)**

   Minimum one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and six thousand one hundred and eighty nine; provide two if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between six thousand one hundred and ninety and eight thousand five hundred and twenty five and if an ED SANE Exam / Treatment Room is authorized and if an additional ED Mental Health Exam / Treatment Room is not authorized or if an ED SANE Exam / Treatment Room is not authorized and an additional ED Mental Health Exam / Treatment Room is authorized; provide one if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between six thousand one hundred and ninety and eight thousand five hundred and twenty five and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are authorized; provide one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than five thousand and twenty two if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between six thousand one hundred and ninety and eight thousand five hundred and twenty five and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are not authorized; provide an additional one and an additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seven thousand three hundred and fifty eight if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between eight thousand five hundred and twenty six and seventeen thousand eight hundred and sixty nine and if an ED SANE Exam / Treatment Room is authorized and an additional ED Mental Health Exam / Treatment Room is not authorized or if an ED SANE Exam / Treatment Room is not authorized and an additional ED Mental Health Exam / Treatment Room is authorized; provide an additional two and an additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seven thousand three hundred and fifty eight if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between eight thousand five hundred and twenty six and seventeen thousand eight hundred and sixty nine and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are authorized; provide an additional two and an additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seven thousand three hundred and fifty eight if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between eight thousand five hundred and twenty six and seventeen thousand eight hundred and sixty nine and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are not authorized; provide an additional ten and an additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seventeen thousand eight hundred and seventy if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between seventeen thousand eight hundred and seventy and fifty thousand five hundred and seventy three and if an ED SANE Exam / Treatment Room is authorized and an additional ED Mental Health Exam / Treatment Room is not authorized or if an ED SANE Exam / Treatment Room is not authorized and an additional ED Mental Health Exam / Treatment Room is authorized; provide an additional nine and an
additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seventeen thousand eight hundred and seventy if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between seventeen thousand eight hundred and seventy and fifty thousand five hundred and seventy three and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are authorized; provide an additional eleven and an additional one for every increment of one thousand one hundred sixty-eight Emergency Department (ED) clinic stops (Stop Code 130) greater than seventeen thousand eight hundred and seventy if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between seventeen thousand eight hundred and seventy and fifty thousand five hundred and seventy three and if an ED SANE Exam / Treatment Room and an additional ED Mental Health Exam / Treatment Room are not authorized.

3. **Exam / Treatment Room, Negative Pressure Isolation (TRET4) .......................... 140 NSF (13.1 NSM)**
   Provide one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eighty nine.

4. **Anteroom, Negative Pressure Isolation (BRAR1) ............... 60 NSF (5.6 NSM)**
   Provide one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eighty nine.

5. **Exam / Treatment Room, Positive Pressure Isolation (TRET4) .......................... 140 NSF (13.1 NSM)**
   Provide one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eighty nine.

6. **Toilet, Isolation Patient (TPG01) .............................................. 60 NSF (5.6 NSM)**
   Provide one per each Negative and Positive Pressure Isolation Room if an Emergency Department (ED) is authorized.

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

7. **Exam / Treatment Room, Bariatric (TRET6) ......................... 225 NSF (21.0 NSM)**
   Minimum one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eight nine; provide an additional one if the total number of Emergency Department (ED) Exam / Treatment Rooms, of all types, is greater than fifteen.

8. **Toilet, Bariatric Patient (TPB01) ............................................ 75 NSF (7.0 NSM)**
   Minimum one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eight nine; provide an additional one if the total number of Emergency Department (ED) Exam / Treatment Rooms, of all types, is greater than fifteen.

   Allocated NSF accommodates one bariatric toilet @ 25 NSF, one bariatric lavatory @ 21 NSF, ABA clearances, and circulation.
9. **Exam / Treatment, SANE (EXRG9)** ........................................ 140 NSF (13.1 NSM)
   Provide one if an Emergency Department (ED) is authorized and if the projected number of Emergency Department (ED) clinic stops (Stop Code 130) is between three hundred and fifty and thirty five thousand three hundred and eight nine and if an ED SANE Exam Treatment Room is authorized.

10. **Toilet / Shower, SANE Patient (TSPG1)** .......................... 70 NSF (6.6 NSM)
    Provide one if an ED SANE Exam Treatment Room and an Emergency Department (ED) are authorized.
    Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible counter lavatory @ 16 NSF, one accessible shower @ 28 NSF, ABA clearances, and circulation.

11. **Consult Room, SANE (OFDC2)** ................................. 120 NSF (11.2 NSM)
    Provide one if an ED SANE Exam Treatment Room and an Emergency Department (ED) are authorized.

12. **Storage, SANE Evidence (SRS01)** .......................... 30 NSF (2.8 NSM)
    Provide one if an ED SANE Exam Treatment Room and an Emergency Department (ED) are authorized.

13. **Resuscitation Room (TRET3)** .................................... 275 NSF (25.6 NSM)
    Provide one if an Emergency Department (ED) is authorized.

14. **Storage, Resuscitation Room Supplies (SRS01)** ............ 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

15. **Procedure Room (TRPR1)** ........................................ 180 NSF (16.8 NSM)
    Provide one if an Emergency Department (ED) is authorized.

16. **Exam / Treatment Room, Mental Health (OPMH4)** .......... 140 NSF (13.1 NSM)
    Minimum one if an Emergency Department (ED) is authorized; provide an additional one if an additional ED Mental Health Exam / Treatment room, greater than one, is authorized.

17. **Toilet, Mental Health Patient (TPMH1)** ..................... 105 NSF (9.8 NSM)
    Provide one if an Emergency Department (ED) is authorized.
    Allocated NSF accommodates one mental health toilet @ 25 NSF, one mental health lavatory @ 12 NSF ABA clearances, circulation and an Anteroom @ 45 NSF.

18. **Intervention (Seclusion) Room, Mental Health (BRNP5)** ... 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.
    This space meets the criteria for a Seclusion / Restraint Room.

19. **Observation Station, Mental Health (NSTA4)** ............... 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

20. **Cast Room, Orthopedics (OPCR1)** ............................ 240 NSF (22.3 NSM)
    Provide one if an Orthopedics Cast Room and an Emergency Department (ED) are authorized.
    Allocated NSF accommodates storage space for crutches, canes, and walkers.
21. **Toilet, Patient (TPG01)** .............................................................. 60 NSF (5.6 NSM)  
Minimum two, provide an additional one for every increment of ten Emergency Department (ED) Exam / Treatment Rooms greater than ten if an Emergency Department (ED) is authorized.

Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible wall-hung lavatory @ 13 NSF, ABA clearances, and circulation. Locate one Patient Toilet adjacent and directly accessible from one of the Emergency Department (ED) Exam / Treatment Rooms for female Veteran patients.

22. **Shower, Patient (SHPU1)** .......................................................... 70 NSF (5.6 NSM)  
Provide one if an Emergency Department (ED) is authorized.

Allocated NSF accommodates one accessible shower @ 28 NSF, one accessible bench @ 16 NSF, ABA clearances, and circulation. Locate adjacent to Patient Toilet.

C. **FA 3: Emergency Department Observation Patient Care Area:**

1. **Observation Room (TRET4)** .................................................. 140 NSF (13.1 NSM)  
Minimum four; provide an additional four if the total number of Emergency Department (ED), Negative Pressure Isolation, Positive Pressure Isolation, Bariatric, and SANE Exam / Treatment Rooms is greater than ten if an Emergency Department (ED) is authorized.

Room provided for ED patients who require services beyond their initial ED care to determine the need for inpatient admission. Further diagnostic evaluation, continued therapy or management of acute psycho-social issues are provided in this space are examples of services provided in this room.

2. **Staff Observation Station (NSTA4)** ................................. 80 NSF (7.5 NSM)  
Provide one if an Emergency Department (ED) is authorized.

3. **Toilet, Patient (TPG01)** .............................................................. 60 NSF (5.6 NSM)  
Minimum one, provide an additional one for every increment of four Observation Rooms greater than four if an Emergency Department (ED) is authorized.

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

D. **FA 4: Emergency Department: Imaging Patient Care Area:**

1. **Sub-Waiting, Imaging Patient (WTED1)** ............................... 80 NSF (7.5 NSM)  
Provide two if an Emergency Department (ED) is authorized.

Allocated space accommodates one bariatric chair @ 14 NSF, one Mobile Trauma Stretcher @ 44 NSF, and circulation; total two people.

2. **Dressing Area, Imaging Patient (DR001)** ............................... 80 NSF (7.5 NSM)  
Provide one per each Imaging Sub-Waiting if an Emergency Department (ED) is authorized.

3. **Toilet, Imaging Patient (TPG01)** .............................................................. 60 NSF (5.6 NSM)  
Provide one per each Imaging Sub-Waiting if an Emergency Department (ED) is authorized.

Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible wall-hung lavatory @ 13 NSF, ABA clearances, and circulation.
4. **Procedure Room, General Radiology (XDR01)** ......................... 400 NSF (37.2 NSM)  
   Provide one if a General Radiology Procedure Room and if an Emergency Department (ED) is authorized.

5. **Alcove, General Radiology Control (XDRC1)** ......................... 40 NSF (3.8 NSM)  
   Provide one per each General Radiology Procedure Room if an Emergency Department (ED) is authorized.

6. **Procedure Room, CT (XTS1)** .................................................. 400 NSF (37.2 NSM)  
   Provide one if a CT Procedure Room and an Emergency Department (ED) is authorized.

7. **Alcove, CT Control (XCTC1)** .................................................. 100 NSF (9.3 NSM)  
   Provide one per each CT Procedure Room if an Emergency Department (ED) is authorized.

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**E. FA 5: Emergency Department: Support Area:**

1. **Team Workroom (NSTA1)** ..................................................... 30 NSF (2.8 NSM)  
   Minimum NSF; provide an additional 30 NSF per each ED FTE working on peak shift.

   The Team Workroom serves as the working and control center for all Emergency Department (ED) staff. The NSF may be distributed (centralized or decentralized) per individual project design.

2. **Pneumatic Tube Station (NT001)** .......................................... 20 NSF (1.9 NSM)  
   Provide one if an Emergency Department (ED) is authorized.

3. **On-Call Room (DUTY1)** ....................................................... 120 NSF (11.2 NSM)  
   Provide one if an On-Call Room and an Emergency Department (ED) are authorized.

4. **Toilet / Shower, On-Call Room (TSSU1)** ................................. 80 NSF (7.5 NSM)  
   Provide one if an On-Call Room and an Emergency Department (ED) are authorized.

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

5. **Medication Room (MEDP1)** .................................................... 80 NSF (7.5 NSM)  
   Provide one if an Emergency Department (ED) is authorized.

6. **Nourishment Room (NCWD3)** ............................................... 80 NSF (7.5 NSM)  
   Provide one if an Emergency Department (ED) is authorized.

7. **Laboratory, Satellite (LBSP1)** .............................................. 120 NSF (11.2 NSM)  
   Provide one if a Lab Area and an Emergency Department (ED) are authorized.

   Allocated NSF allows area for a phlebotomy station, specimen storage and microscope work area including a handwash sink.

8. **Decontamination Room (CSED1)** ......................................... 150 NSF (14.0 NSM)  
   Provide two if decontamination capability and an Emergency Department (ED) is authorized.

   This room shall be provided with an exterior entry door and an internal door opening into the corridor of the emergency department; one male, one female.
9. **Storage, Decontamination Supplies (SRS01)** ................................. 80 NSF (7.5 NSM)
   Provide two if decontamination capability and an Emergency Department (ED) is authorized.

10. **Utility Room, Clean (UCCL1)** .................................................. 120 NSF (11.2 NSM)
    Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, SANE Exam / Treatment Rooms, Triage Patient Room, Procedure Room, and Observation Room greater than six if an Emergency Department (ED) is authorized.

11. **Utility Room, Soiled (USCL1)** .................................................. 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

12. **Alcove, Clean Linen (LCCL3)** .................................................. 60 NSF (5.6 NSM)
    Provide one if an Emergency Department (ED) is authorized.

13. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** .......................... 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

14. **Alcove, Emergency Cart (RCA01)** .......................................... 20 NSF (1.9 NSM)
    Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam / Treatment Rooms, Negative Pressure Isolation Exam / Treatment Rooms, Positive Pressure Isolation Exam / Treatment Rooms, Bariatric Exam / Treatment Rooms, and SANE Exam / Treatment Rooms greater than six if an Emergency Department (ED) is authorized.

15. **Alcove, Portable Imaging Equipment (XRM01)** ....................... 20 NSF (1.9 NSM)
    Provide one if an Emergency Department (ED) is authorized.

16. **Storage, Equipment (SRE01)** ................................................ 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

17. **Storage, Disaster Mitigation Supplies (SRS01)** ....................... 120 NSF (11.2 NSM)
    Provide one if Disaster Mitigation Supplies Storage and an Emergency Department (ED) is authorized.

18. **Storage, EMS (SRLW2)** ......................................................... 80 NSF (7.5 NSM)
    Provide one if an Emergency Department (ED) is authorized.

19. **Housekeeping Aides Closet (HAC) (JANC1)** .............................. 60 NSF (5.6 NSM)
    Provide one if an Emergency Department (ED) is authorized.

**F. FA 6: Emergency Department: Staff and Administrative Area:**

1. **Office, Emergency Department (ED) Director (OFA09)** ................. 100 NSF (9.3 NSM)
   Provide one if an Emergency Department (ED) is authorized.

2. **Office, Nurse Manager (OFA09)** ............................................ 100 NSF (9.3 NSM)
   Provide one if an Emergency Department (ED) is authorized.

3. **Lounge, Staff (SL001)** ............................................................. 80 NSF (7.5 NSM)
   Minimum NSF; provide an additional 15 NSF per each Emergency Department (ED) FTE position working on peak shift greater than five; maximum 210 NSF.
4. **Locker Room, Staff (LR001).................................................................80 NSF (7.5 NSM)**

   *Minimum NSF if total number of Emergency Department (ED) FTE positions not authorized to have office or work space is between five and thirteen; provide an additional 6 NSF per each Emergency Department (ED) FTE position not authorized to have office or work space is greater than thirteen.*

   Provide locker space only for those FTEs without assigned office or work space. For less than five FTE combine Locker Room facilities with adjacent department or sum in chapter 410.

5. **Toilet, Staff (TNPG1) .....................................................................60 NSF (5.6 NSM)**

   *Provide two if an Emergency Department (ED) is authorized.*

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

6 **URGENT CARE CLINIC (UCC) INPUT DATA STATEMENTS**

   A. **Urgent Care Mission Input Data Statements**

      1. Is an Urgent Care Clinic (UCC) authorized? (M)
         a. Is an UCC Lab Area authorized? (M)
         b. Is the UCC designated as an Emergency Preparedness Center? (M)

   B. **Urgent Care Workload Input Data Statements**

      1. How many Urgent Care Clinic (UCC) annual Clinic Stops (Stop Code 131) are projected? (W)

   C. **Urgent Care Staffing Input Data Statements**

      1. How many UCC Receptionist FTE positions are authorized? (S)
      2. How many UCC Security FTE positions are authorized? (S)

   D. **Urgent Care Miscellaneous Input Data Statements**

      1. Is an UCC SANE Exam / Treatment Room authorized? (Misc)
      2. Is an additional UCC Mental Health Exam / Treatment Room authorized? (Misc)
      3. How many UCC FTEs will work on peak shift? (Misc)
      4. How many UCC FTE positions are not authorized to have an office or work space? (Misc)
      5. Is an UCC General Radiology Procedure Room authorized? (Misc)

7 **SPACE CRITERIA: URGENT CARE CLINIC (UCC)**

   A. **FA 7: Urgent Care Clinic: Reception Area:**

      1. **Vestibule, Urgent Care Clinic (LOB02).........................................200 NSF (18.6 NSM)**

         *Provide one if an Urgent Care Clinic (UCC) is authorized.*
2. **Waiting, General (WTG04) ...................................................... 100 NSF (9.3 NSM)**

Provide one if the projected number of Exam / Treatment Rooms (of all types) is two; provide WTG06 if the projected number of Exam / Treatment Rooms (of all types) is three; provide WTG08 if the projected number of Exam / Treatment Rooms (of all types) is four; provide WTG10 if the projected number of Exam / Treatment Rooms (of all types) is five; provide WTG12 if the projected number of Exam / Treatment Rooms (of all types) is six; provide WTG14 if the projected number of Exam / Treatment Rooms (of all types) is seven; provide WTG16 if the projected number of Exam / Treatment Rooms (of all types) is eight; provide WTG18 if the projected number of Exam / Treatment Rooms (of all types) is nine; provide WTG20 if the projected number of Exam / Treatment Rooms (of all types) is ten; provide WTG22 if the projected number of Exam / Treatment Rooms (of all types) is eleven; provide WTG24 if the projected number of Exam / Treatment Rooms (of all types) is twelve; provide WTG26 if the projected number of Exam / Treatment Rooms (of all types) is thirteen; provide WTG28 if the projected number of Exam / Treatment Rooms (of all types) is fourteen; provide WTG30 if the projected number of Exam / Treatment Rooms (of all types) is fifteen.

The Urgent Care Clinic (UCC) Exam / Treatment Rooms include:
- a. **Urgent Care Clinic (UCC) Exam / Treatment Room**,
- b. **Negative Pressure Isolation Exam / Treatment Room**,
- c. **Positive Pressure Isolation Exam / Treatment Room**,
- d. **Bariatric Exam / Treatment Room**, and
e. **SANE Exam / Treatment Room**.

**WTG04:** Allocated space accommodates two standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total four people.

**WTG06:** Allocated space accommodates four standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total six people.

**WTG08:** Allocated space accommodates six standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total eight people.

**WTG10:** Allocated space accommodates eight standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total ten people.

**WTG12:** Allocated space accommodates ten standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total twelve people.

**WTG14:** Allocated space accommodates twelve standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total fourteen people.

**WTG16:** Allocated space accommodates twelve standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total sixteen people.

**WTG18:** Allocated space accommodates fourteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total eighteen people.
WTG20: Allocated space accommodates sixteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty people.

WTG22: Allocated space accommodates eighteen standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty-two people.

WTG24: Allocated space accommodates twenty standard chairs @ 9 NSF each, two bariatric chairs @ 14 NSF each, two accessible spaces @ 10 NSF each, and circulation; total twenty-four people.

WTG26: Allocated space accommodates twenty standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total twenty-six people.

WTG28: Allocated space accommodates twenty-two standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total twenty-eight people.

WTG30: Allocated space accommodates twenty-four standard chairs @ 9 NSF each, three bariatric chairs @ 14 NSF each, three accessible spaces @ 10 NSF each, and circulation; total thirty people.

3. **Reception / Check-In (RCED2)** ...................................................... 240 NSF (22.3 NSM)
   Provide one if two Urgent Care Receptionist FTE positions are authorized; provide RCED3 if three Urgent Care Receptionist FTE positions are authorized and if an Urgent Care Clinic (UCC) is authorized.

   RCED2: Allocated NSF accommodates two ED Reception FTEs, patient privacy area, and circulation.

   RCED3: Allocated NSF accommodates three ED Reception FTEs, patient privacy area, and circulation.

4. **Alcove, Copier / Printer (RPR03)** .................................................. 40 NSF (3.8 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

5. **Consult Room (OFDC2)** ............................................................... 120 NSF (11.2 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

   Allocated NSF accommodates the following functions: family consultation, grieving, conflict resolution, quiet room, eligibility, HAS, etc.

6. **Security Station (RCSS1)** .............................................................. 65 NSF (6.1 NSM)
   Provide one if one Urgent Care Clinic Security FTE position is authorized; provide RCSS2 if two Urgent Care Clinic Security FTE positions are authorized and if an Urgent Care Clinic (UCC) is authorized.

   RCSS1: Allocated NSF accommodates one Security FTE and patient privacy area. Locate this space adjacent to Reception / Check-in.

   RCSS2: Allocated NSF accommodates two Security FTEs and patient privacy area. Locate this space adjacent to Reception / Check-in.
7. **Toilet, Public (TNPG1)............................................................... 60 NSF (5.6 NSM)**
   Minimum two, provide an additional two for every increment of ten Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than ten if an Urgent Care Clinic (UCC) is authorized.

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

8. **Vending Area (BX001)............................................................... 40 NSF (3.8 NSM)**
   Provide one if an Urgent Care Clinic (UCC) is authorized.

9. **Alcove, Public Telephone (LOB03).......................................... 20 NSF (1.9 NSM)**
   Provide one if an Urgent Care Clinic (UCC) is authorized.

10. **Alcove, Water Fountain (LOB04).............................................. 20 NSF (1.9 NSM)**
    Provide one if an Urgent Care Clinic (UCC) is authorized.

    Allocated NSF accommodates one high and one low mounted fountain per ADA requirements.

11. **Alcove, Wheelchair / Stretcher / Lift (SRLW1) ........................ 60 NSF (5.6 NSM)**
    Provide one if an Urgent Care Clinic (UCC) is authorized.

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**B. FA 8: Urgent Care Clinic: Patient Care Area:**

1. **Patient Room, Triage (EXTR1).............................................. 120 NSF (11.2 NSM)**
   Minimum two; provide an additional one for every increment of ten Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than ten if an Urgent Care Clinic (UCC) is authorized.

2. **Exam Room (EXRG0)............................................................ 120 NSF (11.2 NSM)**
   Minimum one if an Urgent Care Clinic (UCC) is authorized and if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and six thousand three hundred and fifty nine; provide two if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between six thousand three hundred and sixty and eight thousand seven hundred and fifty nine and if an UCC SANE Exam / Treatment Room is not authorized; provide one if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and two thousand Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than five thousand one hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between six thousand three hundred and sixty and eight thousand seven hundred and fifty nine and if an UCC SANE Exam / Treatment Room are authorized; provide an additional one for every increment of one thousand two hundred Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than seven thousand five hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between eight thousand seven hundred and sixty and thirteen
thousand five hundred and fifty nine and if an UCC SANE Exam / Treatment Room is authorized and an additional UCC Mental Health Exam / Treatment Room is not authorized or if an UCC SANE Exam / Treatment Room is not authorized and an additional UCC Mental Health Exam / Treatment Room is authorized; provide an additional one for every increment of one thousand two hundred Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than seven thousand five hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between eight thousand seven hundred and sixty and thirteen thousand five hundred and fifty nine and if an UCC SANE Exam / Treatment Room and an additional UCC Mental Health Exam / Treatment Room are authorized; provide an additional one for every increment of one thousand two hundred Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than seven thousand five hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between thirteen thousand five hundred and sixty and thirty six thousand three hundred and fifty nine and if an UCC SANE Exam / Treatment Room is authorized and an additional UCC Mental Health Exam / Treatment Room is not authorized; provide an additional ten and an additional one for every increment of one thousand two hundred Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than thirteen thousand five hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between thirteen thousand five hundred and sixty and thirty six thousand three hundred and fifty nine and if an UCC SANE Exam / Treatment Room is not authorized and an additional UCC Mental Health Exam / Treatment Room is not authorized or if an UCC SANE Exam / Treatment Room is not authorized and an additional UCC Mental Health Exam / Treatment Room is not authorized; provide an additional eleven and an additional one for every increment of one thousand two hundred Urgent Care Clinic (UCC) clinic stops (Stop Code 131) greater than thirteen thousand five hundred and sixty if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between thirteen thousand five hundred and sixty and thirty six thousand three hundred and fifty nine and if an UCC SANE Exam / Treatment Room and an additional UCC Mental Health Exam / Treatment Room are not authorized.

In order to generate a baseline Urgent Care Clinic (UCC) Program for Design (PFD), at least four UCC Exam / Treatment Rooms must be generated by the following combined variables: Projected Workload, Average Length of Stay (ALOS) and Room Efficiency Factor.

3. **Exam Room, Negative Pressure Isolation (EXRG6).............120 NSF (11.2 NSM)**

   Provide one if an Urgent Care Clinic (UCC) is authorized and if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and thirty six thousand three hundred and fifty nine.

4. **Anteroom, Negative Pressure Isolation (BRAR1) .................60 NSF (5.6 NSM)**

   Provide one per each Negative Pressure Isolation Exam Room if an Urgent Care Clinic (UCC) is authorized.
5. **Exam Room, Positive Pressure Isolation (EXRG7) ............ 120 NSF (11.2 NSM)**
   Provide one if an Urgent Care Clinic (UCC) is authorized and if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and thirty six thousand three hundred and fifty nine.

6. **Toilet, Isolation Patient (TPG01) .............................................. 60 NSF (5.6 NSM)**
   Provide one per each Positive and Negative Pressure Room if an Urgent Care Clinic (UCC) is authorized.

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

7. **Exam Room, Bariatric (EXB01) ............................................ 225 NSF (21.0 NSM)**
   Minimum one if an Urgent Care Clinic (UCC) is authorized and if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and thirty six thousand three hundred and fifty nine; provide an additional one if the total number of Urgent Care Clinic (UCC) Exam / Treatment Rooms, of all types, is greater than twelve.

   Accommodations for patient lift and transport shall be provided by either an overhead patient lift system or a portable lifting device capable of lifting a minimum of 800 lbs.

8. **Toilet, Bariatric Patient (TPB01) ............................................... 75 NSF (7.0 NSM)**
   Provide one if an Urgent Care Clinic (UCC) is authorized.

   Allocated NSF accommodates one bariatric toilet @ 25 NSF, one bariatric lavatory @ 21 NSF, ABA clearances, and circulation.

9. **Exam / Treatment Room, SANE (EXRG9) ............................ 140 NSF (13.1 NSM)**
   Provide one if an Urgent Care Clinic (UCC) is authorized and if the projected number of Urgent Care Clinic (UCC) clinic stops (Stop Code 131) is between three hundred and sixty and thirty six thousand three hundred and fifty nine and if and UCC SANE Exam Treatment Room is authorized.

10. **Toilet / Shower, SANE Patient (TSPG1) ................................... 70 NSF (6.6 NSM)**
    Provide one if a SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.

    Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible counter lavatory @ 16 NSF, one accessible shower @ 28 NSF, ABA clearances, and circulation.

11. **Consult Room, SANE (OFDC2) ............................................ 120 NSF (11.2 NSM)**
    Provide one if an SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.

12. **Storage, SANE Evidence (SRS01)........................................... 30 NSF (2.8 NSM)**
    Provide one if an SANE Exam Treatment Room and an Urgent Care Clinic (UCC) are authorized.

13. **Procedure Room (TRPR1) .................................................... 180 NSF (16.8 NSM)**
    Provide one if an Urgent Care Clinic (UCC) is authorized.

14. **Exam Room, Mental Health (OPMH4) ................................. 120 NSF (11.2 NSM)**
    Minimum one if an Urgent Care Clinic (UCC) is authorized; provide an additional one if an additional UCC Mental Health Exam / Treatment Room is authorized.
15. Toilet, Mental Health Patient (TPMH1) ........................................ 105 NSF (9.8 SM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.
   Allocated NSF accommodates one mental health toilet @ 25 NSF, one mental
   health lavatory @ 12 NSF ABA clearances, circulation and an Anteroom @ 45
   NSF.

16. Intervention Room, Mental Health (BRNP5) ............................. 140 NSF (13.1 SM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

17. Observation Station, Mental Health (NSTA4) ............................. 80 NSF (7.5 SM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

18. Toilet, Patient (TPG01) .......................................................... 60 NSF (5.6 SM)
   Provide two if an Urgent Care Clinic (UCC) is authorized.
   Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible
   wall-hung lavatory @ 13 NSF, ABA clearances, and circulation. Locate one Patient
   Toilet adjacent and directly accessible from one of the Urgent Care Clinic (UCC)
   Exam Rooms for female Veteran patients if an SANE Exam / Treatment Room is
   not authorized.

19. Shower, Patient (SHPU1) ....................................................... 70 NSF (7.0 SM)
   Provide one if an Urgent Care Clinic (UCC) are authorized.
   Allocated NSF accommodates one accessible shower @ 28 NSF, one accessible
   bench @ 16 NSF, ABA clearances, and circulation. Locate adjacent to Patient
   Toilet.

C. FA 9: Urgent Care Clinic: Imaging Patient Care Area:

1. Sub-Waiting, Imaging Patient (WTED1) ................................. 80 NSF (7.5 SM)
   Provide two if an Urgent Care Clinic (UCC) is authorized.
   Allocated space accommodates one bariatric chair @ 14 NSF, one Mobile Trauma
   Stretcher @ 44 NSF, and circulation; total two people.

2. Dressing Area, Imaging Patient (DR001) ............................... 80 NSF (7.5 SM)
   Provide one per each Imaging Sub-Waiting if an Urgent Care Clinic (UCC) is
   authorized.

3. Toilet, Imaging Patient (TPG01) ......................................... 60 NSF (5.6 SM)
   Provide one per each Imaging Sub-Waiting if an Urgent Care Clinic (UCC) is
   authorized.
   Allocated NSF accommodates one accessible toilet @ 25 NSF, one accessible
   wall-hung lavatory @ 13 NSF, ABA clearances, and circulation.

4. Procedure Room, General Radiology (XDR01) .................... 400 NSF (37.2 SM)
   Provide one if a General Radiology Procedure Room is authorized and if an Urgent
   Care Clinic (UCC) is authorized.

5. Alcove, General Radiology Control (XDRC1) ......................... 40 NSF (3.8 SM)
   Provide one if a General Radiology Procedure Room is authorized and if an Urgent
   Care Clinic (UCC) is authorized.
D. FA 10: Urgent Care Clinic: Support Area:

1. **Team Workroom / Communication Station (NSTA1)** .......................... 120 NSF (11.2 NSM)
   Minimum NSF; provide an additional 30 NSF for every increment of two Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than six if an Urgent Care Clinic (UCC) is authorized.

   The Nurse / Communication Station serves as the working and control center for all Urgent Care Clinic (UCC) staff. The NSF may be distributed (centralized or decentralized) per individual project design.

2. **Medication Room (MEDP1)** ............................................................. 80 NSF (7.5 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

3. **Nourishment Room (NCWD3)** ....................................................... 80 NSF (7.5 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

4. **Laboratory, Satellite (LBSP1)** ...................................................... 120 NSF (11.2 NSM)
   Provide one if a Lab Area and an Urgent Care Clinic (UCC) are authorized.

   Allocated NSF allows area for a phlebotomy station, specimen storage and microscope work area including a hand wash sink.

5. **Utility Room, Clean (UCCL1)** .................................................... 120 NSF (11.2 NSM)
   Minimum NSF; provide an additional 40 NSF for every increment of four Urgent Care Clinic (UCC) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms, Triage Patient Room, and Procedure Room greater than four if an Urgent Care Clinic (UCC) is authorized.

6. **Utility Room, Soiled (USCL1)** ..................................................... 80 NSF (7.5 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

7. **Alcove, Clean Linen (LCCL3)** ...................................................... 60 NSF (5.6 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

8. **Alcove, Wheelchair / Stretcher / Lift (SRLW1)** .............................. 60 NSF (5.6 NSM)
   Provide one if an Urgent Care Clinic (UCC) is authorized.

9. **Alcove, Emergency Cart (RCA01)** .............................................. 20 NSF (1.9 NSM)
    Minimum one; provide an additional one for every increment of six Emergency Department (ED) Exam Rooms, Negative Pressure Isolation Exam Rooms, Positive Pressure Isolation Exam Rooms, Bariatric Exam Rooms, and SANE Exam / Treatment Rooms greater than six if an Urgent Care Clinic (UCC) is authorized.

10. **Alcove, Portable Imaging Equipment (XRM01)** .......................... 20 NSF (1.9 NSM)
    Provide one if an Urgent Care Clinic (UCC) is authorized.

11. **Storage, Equipment (SRE01)** ................................................... 120 NSF (11.2 NSM)
    Provide one if an Urgent Care Clinic (UCC) is authorized.

12. **Storage, Disaster Mitigation Supplies (SRS01)** ........................... 120 NSF (11.2 NSM)
    Provide one if a facility is designated as an Emergency Preparedness Center and if an Urgent Care Center (UCC) is authorized.

13. **Housekeeping Aides Closet (HAC) (JANC1)** ............................... 60 NSF (5.6 NSM)
    Provide one if an Urgent Care Clinic (UCC) is authorized.
E. **FA 11: Urgent Care Clinic: Staff and Administrative Area:**

1. **Office, Urgent Care Clinic (UCC) Director (OFA09)**
   
   Provide one if an Urgent Care Clinic (UCC) is authorized.

2. **Office, Nurse Manager (OFA09)**
   
   Provide one if an Urgent Care Clinic (UCC) is authorized.

3. **Lounge, Staff (SL001)**
   
   Minimum NSF; provide an additional 15 NSF per each Urgent Care Clinic (UCC) FTE position working on peak shift greater than five; maximum 210 NSF.

4. **Locker Room, Staff (LR001)**
   
   Minimum NSF if total number of Urgent Care Clinic (UCC) FTE positions not authorized to have office or work space is between five and thirteen; provide an additional 6 NSF per each Urgent Care Clinic (UCC) FTE position not authorized to have office or work space is greater than thirteen.

   Provide locker space only for those FTEs without assigned office or work space. For less than five FTE combine Locker Room facilities with adjacent department or sum in chapter 410.

5. **Toilet, Staff (TNPG1)**
   
   Provide two if an Urgent Care Clinic (UCC) is authorized.

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

8 **PLANNING AND DESIGN CONSIDERATIONS**

A. Department Net to Gross Conversion factor (DNTG) for Emergency Services is **1.50**.

   This number, when multiplied by the programmed net square foot (NSF) area, determines the Departmental Gross Square Feet (DGSF).

B. Corridors for Emergency Department should be designed a minimum of 8 feet in width, to accommodate passage of two stretchers and/or wheelchairs, equipment or beds.

C. Corridors for Urgent Care Clinic should be designed a minimum of 6 feet in width, to accommodate passage of stretchers and/or wheelchairs, equipment or beds.

D. Per HIPAA, patient confidentiality should be maintained when providing personal information to interview clerks and/or other staff.

E. Locate Emergency Services entrance adjacent to the building main entrance to minimize length of travel for patients and visitors.

F. Patient care functional areas should be designed to provide flexibility in order to accommodate the widest variety of patient visit types. Treatment modules should be configured to provide the opportunity for other service teams to use adjacent space not currently being used as patient demand fluctuates.

G. Configurations for Patient Room and Procedure space in an ED or UCC can be designed as pods, interlocking pods, a linear model, and as a racetrack model.

H. The Mental Health Nurse /Charting Station should afford visibility and control of all visitors to the patient care unit and visual control of patients in Sub-Waiting area. It should be conveniently accessible to / from any point within the patient care unit with a maximum distance to the farthest patient room not exceeding 120 lineal feet. The
Nurse Station and Sub-Waiting shall act as a buffer zone between the patient room and the corridor.

I. The Mental Health Sub-Waiting, the Imaging Patient Dressing Area and the Imaging Patient Toilet should be arranged as a "waiting suite"; one for male and one for female. "Waiting Suites" should be located so that gowned patients have minimum travel distance to imaging rooms without visibility from public areas.

J. The Mental Health Patient rooms will be designed to eliminate self-injury by the patient. The door from the patient room and for the bathroom will open out into the Sub-Waiting and will not have hardware on the interior (patient side) of the room.

K. Ceilings in the Mental Health suite of rooms should be of tamper-resistant gypsum board. Air diffusers, lighting fixtures, fire suppression systems, and other required fixtures should be of the tamper resistant type.

L. Security and safety devices should be tamper proof.

M. The Imaging Sub-Waiting, the Imaging Patient Dressing Area and the Imaging Patient Toilet should be arranged as a "waiting suite"; one for male and one for female. "Waiting Suites" should be located so that gowned patients have minimum travel distance to imaging rooms without visibility from public areas.

N. Shielding design for rooms containing radiation equipment has certain determinations that should be made in the design phase. Refer to Department of Veterans Affairs (VA) Office of Facilities Management Handbooks, Standards, Standard Details, and Design Guides for technical criteria.

O. Refer to Department of Veterans Affairs (VA) Office of Facilities Management Handbooks, Standards, Standard Details, and Design Guides for technical criteria.
## 9 FUNCTIONAL RELATIONSHIPS

Relationship of Emergency Services to Services listed below:

### TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX

<table>
<thead>
<tr>
<th>SERVICES</th>
<th>RELATIONSHIP</th>
<th>REASONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Care</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Audiology and Speech Pathology</td>
<td>4</td>
<td>H</td>
</tr>
<tr>
<td>Business Office</td>
<td>4</td>
<td>G</td>
</tr>
<tr>
<td>Canteen</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Dental Services</td>
<td>4</td>
<td>H</td>
</tr>
<tr>
<td>Dialysis Center</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Digestive Diseases Program – Endoscopy Suite</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>ENT Clinic</td>
<td>4</td>
<td>H</td>
</tr>
<tr>
<td>Eye Clinic</td>
<td>4</td>
<td>H</td>
</tr>
<tr>
<td>Intensive Care Nursing Units</td>
<td>1</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Laboratory Services</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Lobby</td>
<td>1</td>
<td>C, H</td>
</tr>
<tr>
<td>Mental Health &amp; Behavioral Patient Care Units</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>MS&amp;N Nursing Units</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Nuclear Medicine Services</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Nursing Service Administration</td>
<td>4</td>
<td>G</td>
</tr>
<tr>
<td>Pharmacy Service</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Physical Medicine and Rehabilitation</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Police and Security Service</td>
<td>1 or 2</td>
<td>J</td>
</tr>
<tr>
<td>Prosthetic &amp; Sensory Aids Service</td>
<td>4</td>
<td>H</td>
</tr>
<tr>
<td>Radiology Services</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Spinal Cord Injury Center (SCI)</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Supply Processing &amp; Distribution</td>
<td>3</td>
<td>B, G, I</td>
</tr>
<tr>
<td>Surgical Nursing Units</td>
<td>3</td>
<td>C, G, H</td>
</tr>
<tr>
<td>Veterans Assistance Unit</td>
<td>3</td>
<td>H</td>
</tr>
<tr>
<td>Women Veterans Clinical Service</td>
<td>2</td>
<td>C, G, H</td>
</tr>
</tbody>
</table>

Legend:

Relationship:

1. Adjacent
2. Close / Same Floor
3. Close / Different Floor Acceptable
4. Limited Traffic
5. Other VA Facility

Reasons:

A. Common use of resources
B. Accessibility of supplies
C. Urgency of contact
D. Noise or vibration
E. Presence of odors or fumes
F. Contamination hazard
G. Sequence of work
H. Patient’s convenience
I. Frequent contact
J. Need for security
K. Others (specify)
L. Closeness inappropriate
10 FUNCTIONAL DIAGRAM: Race Track Configuration
11 FUNCTIONAL DIAGRAM: Pod Configuration
12 FUNCTIONAL DIAGRAM: Interlocking Pod Configuration
13 FUNCTIONAL DIAGRAM: Linear Configuration