

# Reception & Waiting Room Checklist

## Layout and Furniture

- ☐ Reception desk that accommodates all necessary equipment
- ☐ Space for wheelchair accessibility
- ☐ Comfortable seating for patients and visitors
- ☐ Child-friendly seating and play area
- ☐ Adequate lighting, natural and artificial

## Equipment

- ☐ Computer systems with practice management software
- ☐ Printer and scanner
- ☐ Telephone system with multiple lines
- ☐ Payment processing unit

## Decor and Ambiance

- ☐ Calm colour scheme and branding elements
- ☐ Free Wi-Fi access for patients
- ☐ Magazines, books and other reading materials
- ☐ Artwork
- ☐ Television or display with practice information and educational content
- ☐ Plants or greenery to enhance the environment

## Refreshments

- ☐ Water dispenser or bottled water available for patients
- ☐ Coffee and tea-making facilities
- ☐ Small snacks or vending machine, maintaining hygiene standards

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## Safety Equipment

- ☐ Fire extinguishers
- ☐ Fire alarm
- ☐ Emergency lighting
- ☐ Hand sanitiser stations at multiple points
- ☐ Well-stocked first aid kit

## Accessibility

- ☐ Hearing loops installed and tested

## Documentation

- ☐ Incident and accident books readily accessible

## Signages

- ☐ Directions to different parts of the practice
- ☐ Medical emergency drugs
- ☐ Useful telephone numbers (emergency contacts, local hospital)
- ☐ First aid location
- ☐ Informational brochures and flyers available for patients
- ☐ Oxygen supplies
- ☐ Automated External Defibrillator (AED)
- ☐ Notice board for practice announcements and health information