24.0 Main Entrance Unit

24.1 Introduction

24.1.1 Description
The Main Entrance Unit provides for the following functions:
- Entry to the hospital
- Drop off and collection area
- Patient reception
- Patient and visitor enquiries
- Way finding

24.2 Planning

24.2.1 Functional Areas
The Main Entrance shall include the following features:
- Reception desk, which may be shared with Admissions Unit
- Waiting Area, which may be shared with Admissions and other adjacent hospital units
- Holding area for wheelchairs.

The provision of the following features is optional:
- Airlock to the entrance lobby
- Undercover drop-off and collection point.
- Florist
- Kiosk / Coffee Shop
- Gift Shop / Newsagent
- Retail Pharmacy
- ATM / Banks or agencies
- Hairdresser
- Others as considered viable

24.2.2 Functional Relationships
The Main Entrance may be co-located with the Admissions Unit to share Reception and Waiting Areas. Ready access to Public Amenities is required.

24.3 Design

24.3.1 Environmental Considerations
ENTRY AREA
The entrance shall be at grade level, sheltered from inclement weather, and accessible to the disabled.

SIGNPOSTING
Particular attention must be given to signposting the Main Entrance and the hospital for the disabled. Relevant guideline requirements for disability are to be applied.

24.4 Components of the unit
The Main Entrance Unit will consist of a combination of Standard Components and Non-Standard Components.
Provide Standard Components to comply with details in Standard Components in these Guidelines. Refer also to Standard Components Room Data Sheets and Room Layout Sheets.

24.4.1 Non Standard Components

LOBBY

Description and Function
The Entrance lobby is the Main Entrance arrival point for patients and visitors to the facility. The Lobby will direct visitors to the Reception area and provide waiting areas and public amenities. The size of the Lobby will be determined by the functions to be accommodated and the volume of persons through the area.

Location and Relationships
The Lobby adjoins the Entry Airlock, Main Reception and Waiting areas. Close access to public amenities is required. The Lobby will have direct access to circulation corridors and lifts providing the thoroughfare to hospital units. The lobby should preferably be in close proximity to the drop off/ collection area.

Considerations
The Lobby will require:
- Effective signage to direct visitors and staff
- Selection of floor finish to reduce the risk of slips and falls to visitors, patients and staff
- Storage areas for wheelchairs.

RETAIL AREAS (FLORIST, KIOSKS, NEWSAGENT, PHARMACY ETC)

Description and Function
The Lobby area may include a number of retail areas for the convenience of patients, staff and visitors to the facility. The size and requirements of each shop will be dependent on the service provided. Local authority regulations may apply to provision of services such as Coffee Kiosks and Pharmacy.

Location and Relationships
Retail areas will require good public access, and ready access to public amenities.

Considerations
Retail areas will require:
- Security features including lockable perimeter doors
- Signage to shop fronts
- Provision for display of wares
- Services to be provided according to type of retail store
### 24.5 Schedule of Accommodation

#### 24.5.1 Main Entrance Unit Generic Schedule of Accommodation

Schedule of Accommodation for a Main Entrance Unit for Level 3-4

<table>
<thead>
<tr>
<th>ROOM/ SPACE</th>
<th>Standard Component</th>
<th>Level 3 Qty x m²</th>
<th>Level 4 Qty x m²</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIRLOCK</td>
<td>AIRLE-12-U similar</td>
<td>1 x 12</td>
<td>1 x 25 optional</td>
<td>Adjust size to suit requirements</td>
</tr>
<tr>
<td>BAY – WHEELCHAIR PARK</td>
<td>BWC-U</td>
<td>1 x 4</td>
<td>1 x 4</td>
<td></td>
</tr>
<tr>
<td>LOBBY</td>
<td></td>
<td>1 x 30</td>
<td>1 x 50</td>
<td></td>
</tr>
<tr>
<td>WAITING – MALE/FEMALE</td>
<td>WAIT-10-U</td>
<td>2 x 10</td>
<td>2 x 25</td>
<td></td>
</tr>
<tr>
<td>WAITING – FAMILY</td>
<td>WAIT-25-U</td>
<td>1 x 25</td>
<td>1 x 50</td>
<td></td>
</tr>
<tr>
<td>RETAIL- FLORIST SHOP</td>
<td></td>
<td>1 x 25</td>
<td>1 x 30</td>
<td>Optional; Size will depend on service plan</td>
</tr>
<tr>
<td>RETAIL - COFFEE KIOSK</td>
<td></td>
<td>1 x 25</td>
<td>1 x 30</td>
<td>Optional; Size will depend on service plan</td>
</tr>
<tr>
<td>RETAIL - SHOP/NEWS AGENT</td>
<td></td>
<td>1 x 25</td>
<td>1 x 30</td>
<td>Optional; Size will depend on service plan</td>
</tr>
<tr>
<td>RETAIL- PHARMACY</td>
<td></td>
<td>1 x 25</td>
<td>1 x 30</td>
<td>Optional; Size will depend on service plan</td>
</tr>
<tr>
<td>BAY - ATM</td>
<td>BATM-6-U</td>
<td>1 x 6</td>
<td>1 x 6</td>
<td>Optional</td>
</tr>
<tr>
<td>DROP OFF/COLLECTION AREA</td>
<td></td>
<td>1 x 75</td>
<td>1 x 100</td>
<td>External; size will depend on expected number of cars</td>
</tr>
<tr>
<td>CIRCULATION ALLOWANCE %</td>
<td></td>
<td>10%</td>
<td>10%</td>
<td></td>
</tr>
</tbody>
</table>

Please note the following:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the FPU.
- Rooms indicated in the schedule reflect the typical arrangement according to the Role Delineation.
- Exact requirements for room quantities and sizes will reflect Key Planning Units identified in the Service Plan and the Operational Policies of the Unit.
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit.
- Office areas are to be provided according to the Unit role delineation and staffing establishment.
- Staff and support rooms may be shared between Functional Planning Units dependant on location and accessibility to each unit and may provide scope to reduce duplication of facilities.
24.6 Functional Relationship Diagram

24.6.1 Main Entrance Unit Functional Relationship Diagram

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24.7 Further Reading

- Australasian Health Facility Guidelines, Australasian Health Infrastructure Alliance, refer to website [www.healthfacilityguidelines.co.au](http://www.healthfacilityguidelines.co.au)
- Guidelines for Design and Construction of Health Care Facilities; The Facility Guidelines Institute