



Singapore Healthcare Management 2017

# Reference Guideline for PLANNING A REGISTRATION/ CASHIER COUNTER FOR OUTPATIENT CLINICS

FACILITIES DEVELOPMENT DEPARTMENT  
Rebecca Bongco • Tan Geok Mui • Chester Ong

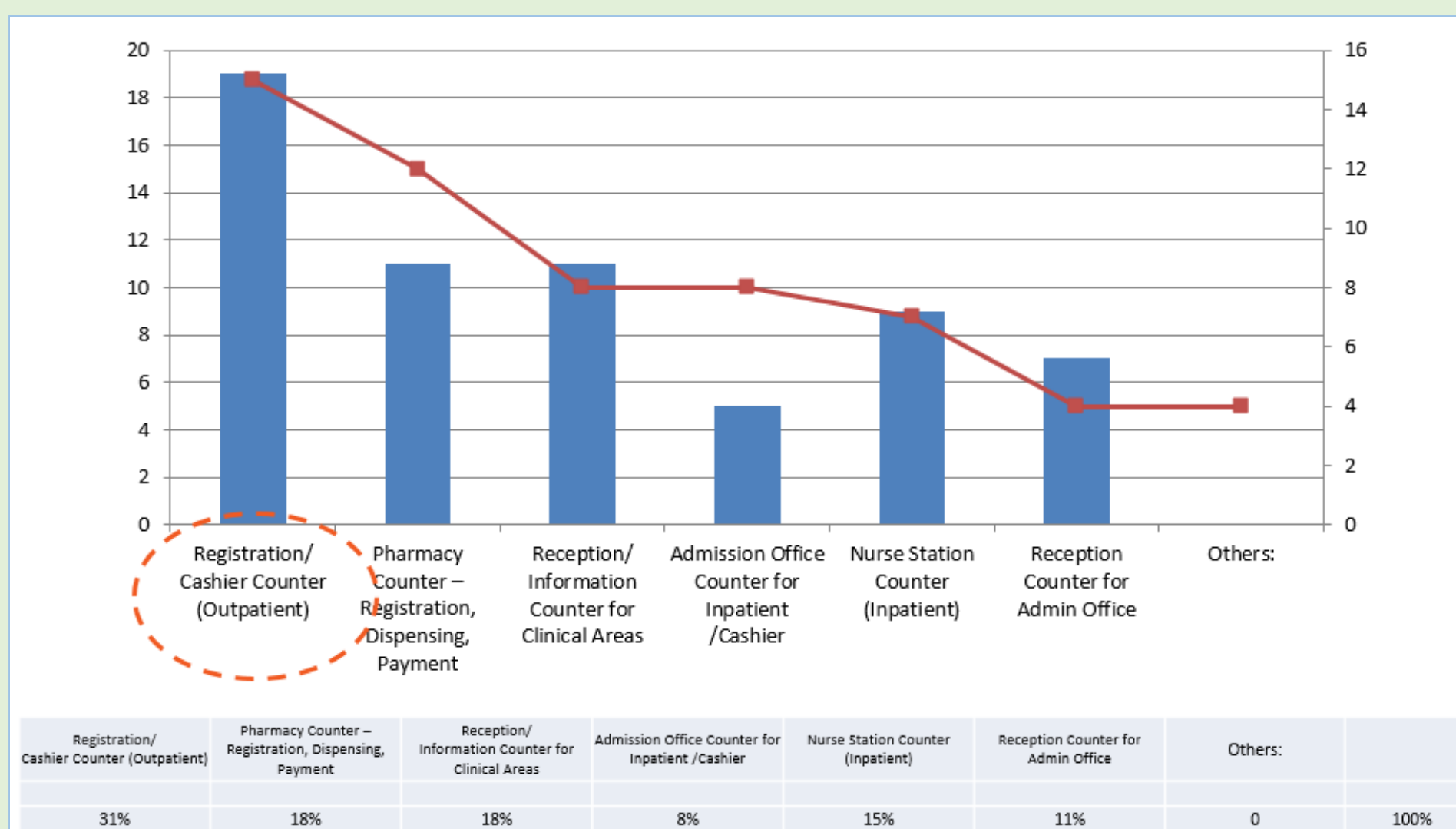


## Aim

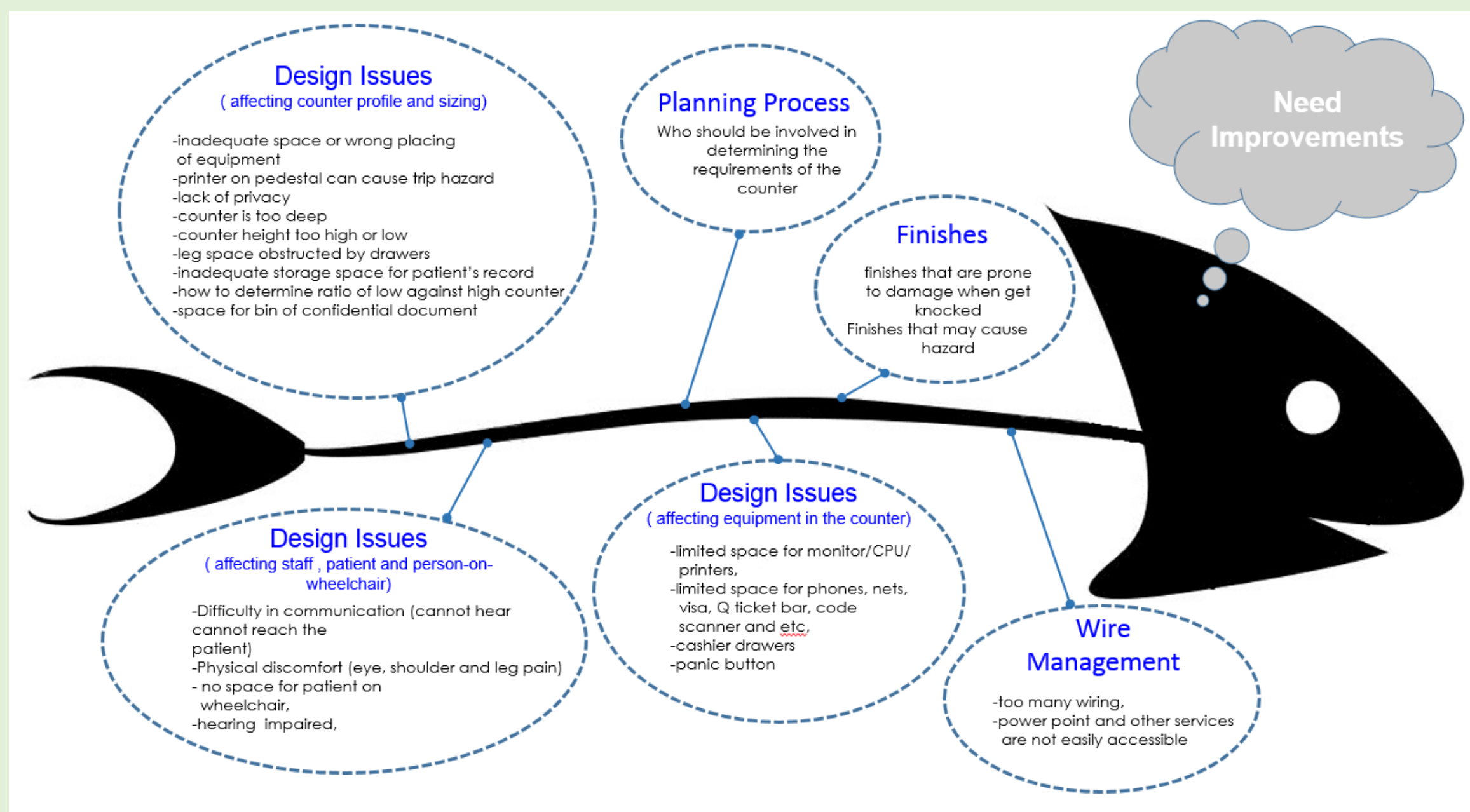
To establish reference guidelines for the design of the most commonly used counters in SingHealth that will fulfil its functional requirements to suit its users, with the integration of age-friendly and wheelchair-friendly provisions

## Methodology

1. The team conducted a **user survey** among SingHealth Institution representatives. The survey returns established that **Registration/ Cashier Counter for Outpatient Clinics** is the most commonly used counter in SingHealth. This was also identified as the counter that has the most challenges in design and planning.



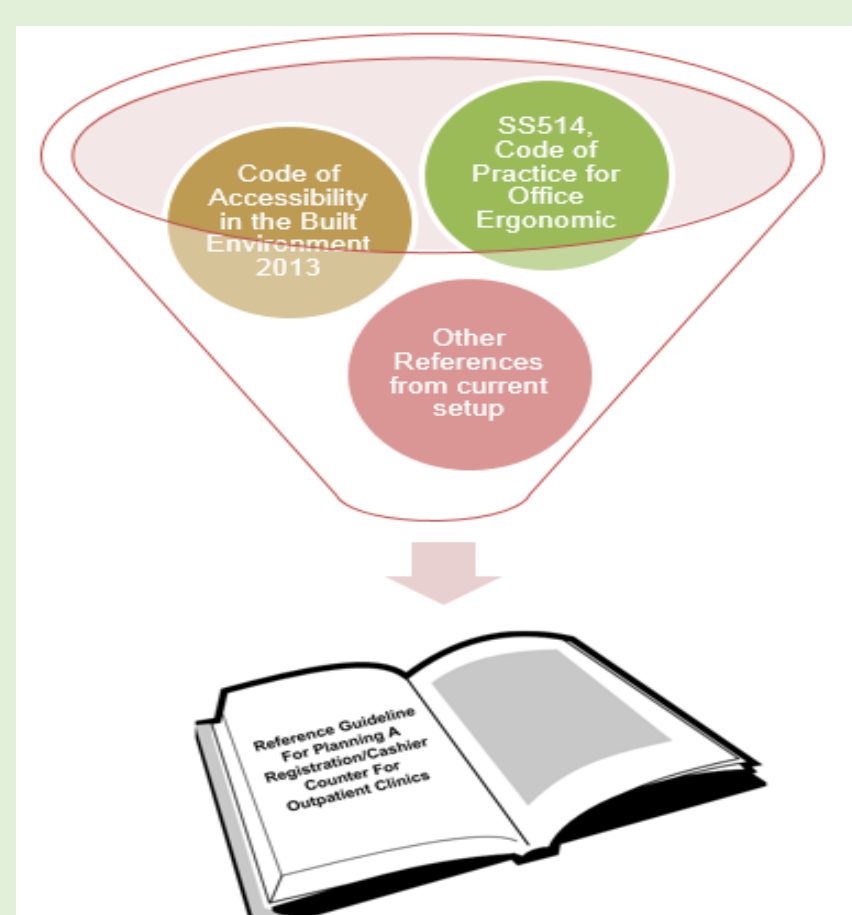
2. From the survey returns, the feedback were translated and analysed using a Cause and Effect Diagram (Fishbone Diagram). The team used this information on **identifying solutions on the challenges in design and planning of the Registration/Cashier counter.**



3. **Guidelines and local policies and references.** There are prevailing guidelines that can be referred from when designing registration counters. These are:

- BCA Accessibility Code
- Singapore Standards 514
- Universal Design ( Age Friendly Guideline)

It covers the fundamentals of office ergonomic including physical, environmental and psychosocial elements.



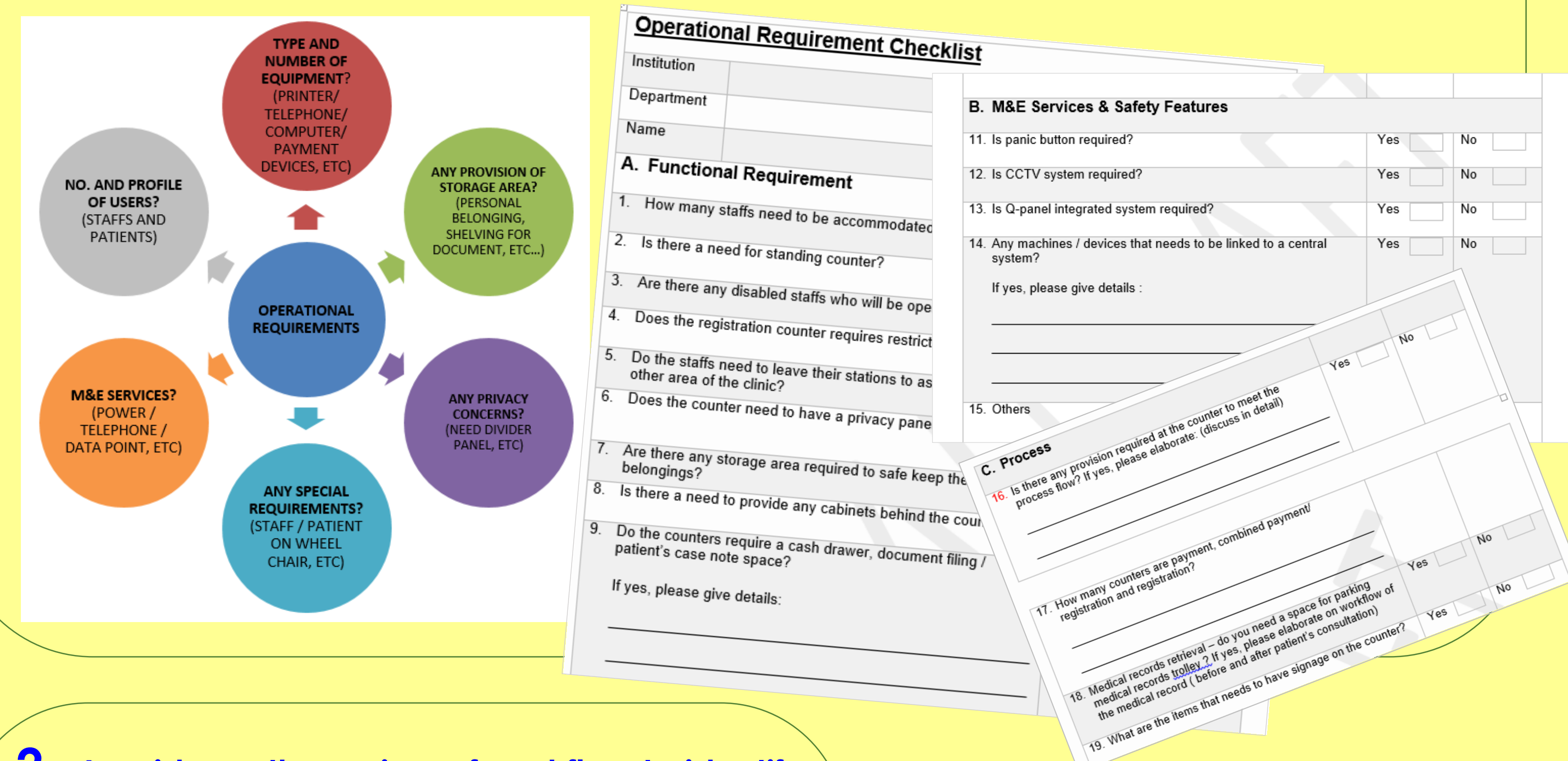
4. From the guidelines, reference and studies, the team came up with the recommended sizing and dimensions of the Registration/Cashier Counter. **To validate the established dimensions, a full size mock-up was presented and reviewed with SingHealth Institution representatives with the participation of SGH Occupational Therapy Department and Safety Network.**



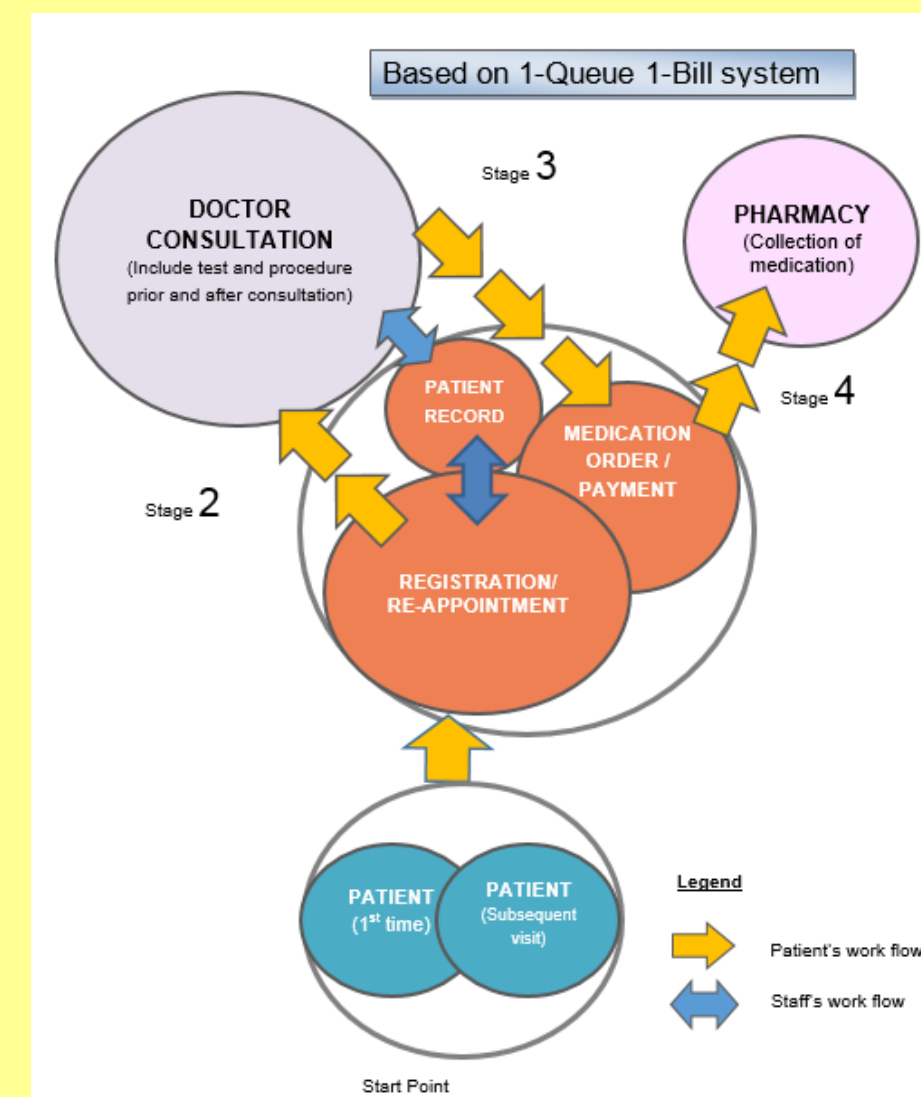
## Results

A Reference Guideline that the Staff or Designer may refer when planning for a Registration/ Cashier Counter for Outpatient Clinics that covers the following tools and approach :

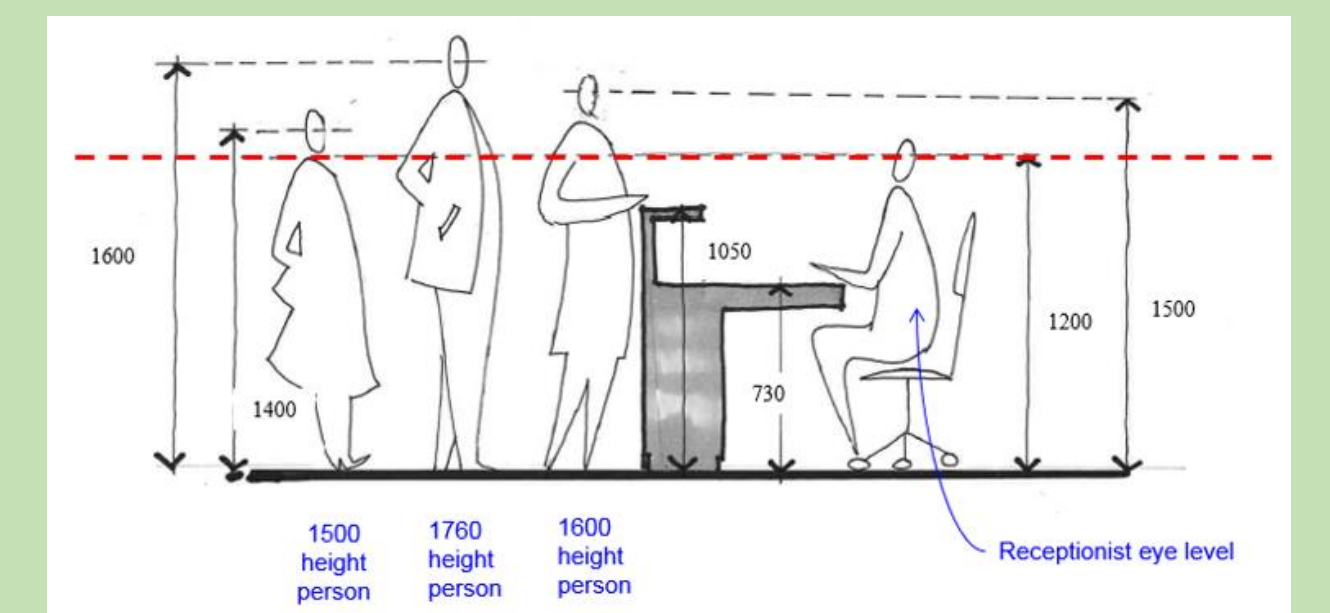
1. **A checklist for the planner to establish the comprehensive design brief and realistic operational requirements of the users.** . This 1st stage is crucial to the success of subsequent steps in designing an effective registration counter



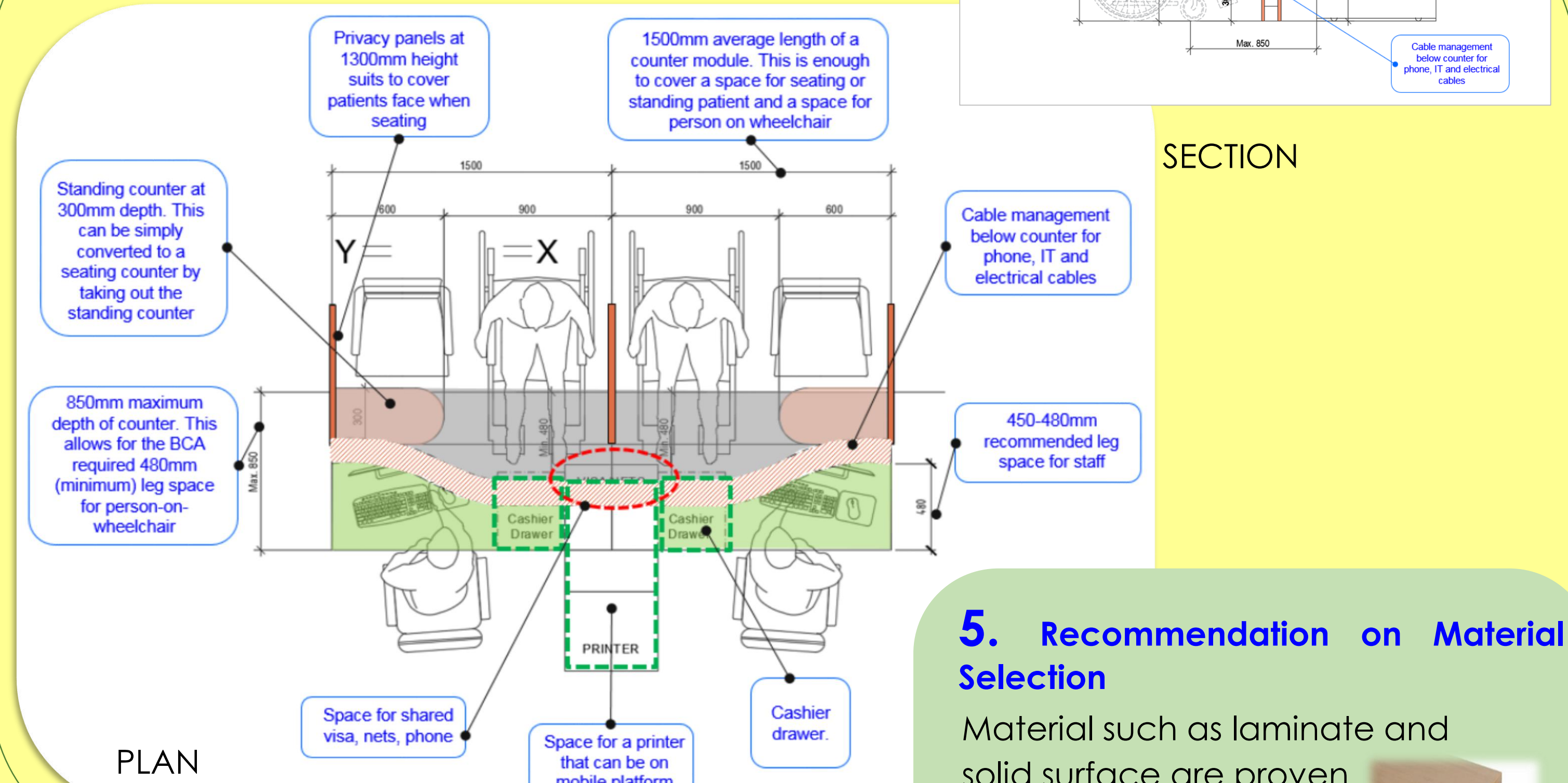
2. **A guide on the review of workflow to identify the appropriate location of the counter**



3. **The human factor and references**



4. **Design Parameters and Recommended Dimensions**



5. **Recommendation on Material Selection**

Material such as laminate and solid surface are proven acceptable based on the following :

- Easy to clean
- Low cost
- Flexibility in design
- Wide range of color selection



6. **Recommendation on M & E services such as lighting level and positions, grouping of services and cable management**

## Conclusion

A Reference Guideline is a one-stop reference in planning a Registration/ Cashier Counter for Outpatient Clinics. It can save time and it avoid missing out critical details that needs to be considered in planning.

An effective counter does not just offer good color combinations, warm ambiance nor a large sizes of desks. It entails a thorough review of the workflow of the facility it is serving. It requires close coordination with users on their needs, their equipment and operations.

The design and dimensions of the registration counter for outpatient clinics can be modular and flexible but at the same time, it can address the fundamental dimensions that is suitable for the working condition of the staff without comprising the minimum requirements of a seating space for the person-on-wheelchair.