

WAITING & TRANSITION SPACES AND CHECK-IN AREAS

A collection of thought starter ideas

Waiting + Transition Spaces

Healthcare experiences are made up of more than moments of care - they also include the time spent in transition between those moments. Waiting spaces should be considered an asset, not an afterthought.

A well-designed waiting experience is an opportunity to decrease stress and promote positive perceptions

- Patients and family members choose from a variety of seating options
- Convenient access to power makes it easy to use technology while waiting
- Space to place personal items
- Separation from strangers
- Enough space for families to sit together

<https://www.steelcase.com/spaces-inspiration/health-spaces-transition-waiting/>

<https://www.steelcase.com/research/articles/topics/healthcare/new-insight-into-the-patient-experience/>



Waiting and Transition

Option 1



35 seats

Concept

A variety of postures and settings provides patients and care partners choice and control while waiting. A sanitation station is near the entrance, allowing visitors to easily access sanitation supplies. Changes in flooring materials help define space and creates visual interest.

Waiting and Transition

LG_1A

Option 1

Application Includes

- Montage panel system
- Blu Dot | Trace pendant lighting
- Amia task seating
- Tava bench
- Regard
- Free Stand table
- Blu Dot | Trace pendant lighting
- Designtex performance textiles

Details

1. Staff at the front desk can greet and check-in patients and guest, making them feel welcome in the space.
2. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
3. Greenery can help reduce stress and anxiety for patients and families.
4. A lightweight, portable and adjustable table provides a writing surface for filling out forms while waiting.



Waiting and Transition

LG_1B

Option 1

Application Includes

- Regard double sided cabinet
- Tava benching
- Sorrel seating
- Cura seating + footrests
- Leela seating
- Free Stand table
- Flos | Arco lamp
- Blu Dot | 2D:3D large bowl
- Designtex performance textiles

Details

1. The Cura chair's passive flex frame encourages movement and accommodates subtle adjustments and nervous energy, while aiding in overall circulation.
2. Fully upholstered Cura chairs (a standard special) support a softer surface and a pleasant aesthetic.
3. A sanitation station is positioned close to the entrance, allowing visitors easy access to disinfectant supplies and hand sanitizer.



Waiting and Transition

LG_1C

Option 1

Application Includes

- Sorrel seating + tables
- Embold seating
- Regard planters
- Tava seating
- Free Stand tables
- Campfire Paper table
- Smith System | Oodle
- Flos | Arco lamp
- Extremis | Sticks
- Designtex performance textiles

Details

1. Embold provides a comfortable and cleanable seat for guests without sacrificing beauty, making a sometimes sterile-feeling space look more aesthetically pleasing.
2. Regard planters bring greenery and visual interest into the space while acting as space division.
3. People desire a human-to-nature connection. Incorporating the feel of nature in the materiality of the space offers warmth and comfort to patients and guests.



Waiting and Transition

LG_1D

Option 1

Application Includes

- Leela seating
- Tava benching
- Sorrel seating + tables
- Regard planters
- Skate tables
- Thread
- Designtex performance textiles

Details

1. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
2. Incorporating planters provide a natural division of space, while greenery can aid in reducing stress and anxiety for patients and families.
3. Bleach cleanable fabrics that have organic patterns and calming colors can reflect nature and are a subtle way to incorporate

biophilic design into healing spaces, while remaining cleanable and functional for this type of environment.



Waiting and Transition

LG_1E

Option 1

Application Includes

- Tava seating + tables
- Cura seating
- Sorrel seating + tables
- Regard double sided cabinet
- Verge stool
- Embold seating
- Montage panel system
- Amia seating
- Blu Dot | Trace pendants
- Flos | Arco lamp
- Extremis | Sticks
- Designtex performance textiles

Details

1. This living room type of setting offers a familiar residential atmosphere within a larger waiting space.
2. A small table provides a location for personal items in the waiting space.
3. Blending both standing and seated height solutions provides a healthy palette of postures for users.



Waiting and Transition

Option 2



23 seats

Concept

In this waiting space, patients and users have the opportunity to utilize a variety of settings that offer choice and control, in an accessible and relaxed atmosphere. By providing a variety of settings, the customer experience is enhanced and creates a welcoming environment. A variety of floor finishes brings visual interest into the space while acting as space division.

Waiting and Transition

LG_2A

Option 2

Application Includes

- Aspekt seating
- Tava seating
- Regard planters
- Embold seating
- Flex table + markerboards
- Campfire Slim table
- Campfire Paper table
- Buoys
- Enea Café table
- Thread
- Designtex performance textiles

Details

1. A small table provides a location for personal items in the waiting space.
2. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to meet and work.
3. Wider guest seats here offer comfort to persons of size, or perhaps to a parent and child sitting
4. A Slim table offers space division between guests, while offering a surface to set personal items on, up off the floor.



Waiting and Transition

LG_2B

Option 2

Application Includes

- Tava seating + tables
- Cura seating
- Aspekt seating
- Embold table
- Regard planters
- Opus beside table
- Amia seating
- Flex table + markerboards
- Campfire Paper table
- Buoys
- Enea Café table
- Thread
- Designtex performance textiles

Pocket cart

Details

1. Easy access to power outlets allows users to power their devices or work without fear of draining a battery.
2. The Cura chair's passive flex frame encourages movement and accommodates subtle adjustments and nervous energy, while aiding in overall circulation.
3. A children's furniture setting with dry erase markerboards, in close proximity to adults, provides children with a

supervised place that supports positive distraction while waiting.



Waiting and Transition

LG_2C

Option 2

Application Includes

- Tava seating + tables
- Campfire Paper table
- Free Stand table
- Buoy seating
- Blu Dot | Laika pendants
- Blu Dot | Splash coat rack
- Designtex performance textiles

Details

1. Campfire Paper table provides a place for positive distraction for families with children.
2. A lightweight, portable and adjustable table provides a writing surface for filling out forms while waiting.
3. This living room setting offers a familiar home-like setting within a larger waiting space.
4. A coat rack is a welcome addition to a waiting space because it offers easy and convenient access to coats and bags.



Waiting and Transition

LG_2D

Option 2

Application Includes

- Aspekt seating + table
- Tava seating
- Regard planters
- Embold seating
- Flex table + markerboards
- Campfire Paper table
- Buoys
- Enea café table
- Free Stand table
- Designtex performance textiles

Details

1. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
2. Regard planters bring greenery and visual interest into space while acting as space division.
3. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to socialize or work.



Waiting and Transition

Option 3



26 seats

Concept

This waiting environment offers a palette of postures and supports various group sizes in the space. In addition, a variety of flooring materials creates perceived separation, while ensuring all settings are easily accessible.

Waiting and Transition

LG_3A

Option 3

Application Includes

- Aspekt seating
- Sieste seating
- Regard bench
- Baseline table
- Bivi Depot storage
- Thread
- Designtex performance textiles

Details

1. Thread gives flexible and direct access to power at either lounge or desk height.
2. Bleach cleanable fabrics that have organic patterns and calming colors can reflect nature and are a subtle way to incorporate biophilic design into healing spaces while remaining cleanable
3. Bivi Depot storage provides a surface for guests to easily access sanitation supplies, and also provides storage for periodicals, while acting as a divider between seating arrangements.



Waiting and Transition

LG_3B

Option 3

Application Includes

- Aspekt seating
- Sieste seating
- Regard bench and planters
- Montara tables
- Switch stools
- Campfire Slim table
- Campfire Skate table
- Baseline table
- Free Stand table
- Designtex performance textiles

Details

1. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to work and socialize.
2. Planters with greenery can help reduce stress and anxiety for patients and families
3. Free Stand table provides a lightweight and portable surface for people to place personal belongings and/or a space for technology.



Waiting and Transition

LG_3C

Option 3

Application Includes

- Aspekt seating
- Sieste seating
- Regard benching
- Campfire Paper table
- Universal storage
- Baseline table
- Free Stand table
- Amia seating
- Thread
- Designtex performance textiles

Details

1. This living room type of setting offers a familiar residential atmosphere within a larger waiting space.
2. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
3. Wider guest seats offer comfort to persons of size, or perhaps to a parent and child sitting together.
4. People desire a human-to-nature connection. Incorporating the feel of nature in the materiality of the space, such as wood laminate, surface imaged wallpaper, and varying upholsteries, offers the appearance and warmth of natural materials while being durable and cleanable.



Waiting and Transition

Option 4- Pediatric Waiting Setting



36 seats

Concept

In this pediatric waiting space, a variety of settings, furniture arrangements and seat heights are implemented to accommodate all users. The area on the left accommodates children and care partners by offering an engaging aquatic environment while implementing positive distraction. Additional wayfinding and traffic flow is enhanced through the use mixed surface materials. The area on the right accommodates the young adult population who may be seeking a more appropriate and mature environment.

Waiting and Transition

LG_4A

Option 4- Pediatric Waiting Setting

Application Includes

- Tava seating + tables
- B-Free table
- Sorrel seating + tables
- Regard Planters
- Designtex performance textiles

Details

1. Bleach cleanable fabrics that have organic patterns and calming colors can reflect nature and are a subtle way to incorporate biophilic design into healing spaces while remaining cleanable and functional for this type of environment.
2. This living room setting offers a familiar residential environment within a larger waiting space.
3. Incorporating an aquarium serves as a positive distraction while aiding in reducing stress and anxiety for patients and families.
4. Pediatric settings can serve a wide range of patient ages. This side of the waiting room serves as a space for the young adult population to sit, as they may not want to interact with the younger patients.



Waiting and Transition

LG_4B

Option 4- Pediatric Waiting Setting

Application Includes

- Tava seating + tables
- B-Free table
- Sorrel seating + tables
- Regard Planters
- Montage panel system
- Opus Bedside table
- Blu Dot Trace pendant lighting
- Designtex performance textiles

Details

1. Planters provide a natural division of space, while incorporating biophilic elements into the waiting room.
2. A small table provides a location for personal items while waiting.
3. A sanitation station is positioned close to the entrance, allowing visitors easy access to hand sanitizer and disinfectant supplies.



Waiting and Transition

LG_4C

Option 4- Pediatric Waiting Setting

Application Includes

- Tava seating + tables
- Regard benching + planters
- Opus Bedside table
- Campfire Paper table
- Smith System Interchange table
- Smith System In2it seating
- Smith System Oodle seating
- Designtex performance textiles

Details

1. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
2. The Campfire Paper Table provides a positive distraction for young patients and their families as they wait.
3. Smith System seating and tables comfortably accommodates children of various sizes within the space.



Waiting and Transition

LG_4D

Option 4- Pediatric Waiting Setting

Application Includes

- Tava seating + tables
- Regard benching + planters
- Opus Bedside Table
- Montage panel system
- Campfire Paper Table
- Smith System Interchange table
- Smith System In2it seating
- Smith System Oodle seating
- Blu Dot Trace pendant lighting
- DesignTex performance textiles

Details

1. The use of varying floor materials encourages movement and provides an element of wayfinding throughout the space.
2. Careful consideration of materials within the space is an important factor for infection control. Surfaces that are shown can be easily wiped down and are bleach cleanable.
3. People desire a human-to-nature connection. Incorporating natural elements in the space offers warmth and can reduce stress and anxiety for patients and families.



Waiting and Transition

LG_4E

Option 4- Pediatric Waiting Setting

Application Includes

- Tava seating + tables
- Regard benching + planters
- Opus Bedside Table
- Montage panel system
- Smith System Interchange table
- Smith System In2it seating
- Smith System Oodle seating
- Blu Dot Trace pendant lighting
- Designtex performance textiles

Details

1. Providing seating for all age ranges is an important element in pediatric waiting spaces.
2. A small table provides a location for personal items in the waiting space.
3. A transaction counter at the welcome desk provides an accessible place for visitors to check-in and approach staff with questions.



Waiting and Transition

Option 5- Check-In Area



Concept

This welcome space accommodates a temperature-check and sanitation station positioned near the front entry for patients, employees and guests.

Waiting and Transition

Option 5- Check-In Area

LG_5A

Application Includes

- Regard desk cabinet
- Tava seating and tables
- Separation screen (surface mounted)
- Designtex performance textiles

Details

1. Bleach cleanable fabrics that have organic patterns and calming colors can reflect nature and are a subtle way to incorporate biophilic design into healing spaces while remaining cleanable and functional for this type of environment.
2. A sanitation station is positioned close to the entrance, allowing visitors easy access to hand sanitizer and disinfectant supplies.
3. Separation screens provide an additional layer of protection and safety to staff, patients and guests.



Waiting and Transition

Option 6- Check-In Area



Concept

This welcome space incorporates a queuing area to perform temperature-checks and inform on visitor flow. A sanitation station is near the front entrance and is easily accessible to any individual entering the space.

Waiting and Transition

LG_6A

Option 6- Check-In Area

Application Includes

- Opus Bedside Table
- Separation Screens
- Pocket cart
- Regard bench
- Montage panel system
- Universal storage
- Amia Air task seating
- Elective Elements storage
- Blu Dot Splash coat rack
- Designtex performance textiles

Details

1. A sanitation station is positioned close to the entrance, allowing visitors easy access to hand sanitizer and disinfectant supplies.
2. A queueing station is incorporated upon entry of the space, allowing for visitors to be properly screened and informed on traffic flow.
3. Free-standing separation screens can be easily cleaned to aid in infection control, while

still providing a layer of protection and safety for staff, patients and guests.



Waiting and Transition

LG_6B

Option 6- Check-In Area

Application Includes

- Separation Screen
- Pocket cart
- Regard bench
- Montage panel system
- Universal storage
- Amia Air task seating
- Elective Elements storage
- Blu Dot Splash coat rack
- Designtex performance textiles

Details

1. A coat rack is a welcome addition to a waiting space because it offers easy and convenient access to coats and bags.
2. The transaction counter at the welcome desk provides an accessible place for visitors to check-in and approach staff with questions.
3. People desire a human-to-nature connection. Incorporating the feel of nature in the materiality of the space, such as wood laminate, offers the appearance and warmth of wood while being durable and cleanable.



Waiting and Transition

Option 7- Check-In Area



Concept

This welcome space accommodates a temperature-check and sanitation station positioned outside of the waiting room entrance. Staff, patients, and guests have easy access to hand sanitizer and sanitation supplies where they can perform self check-ins from their own mobile devices prior to entering the main waiting area.

Waiting and Transition

LG_7A

Option 7- Check-In Area

Application Includes

- Opus Bedside Table
- Separation Screen
- Verge stools
- Pocket cart
- Regard desk cabinet
- Tava seating
- Designtex performance textiles

Details

1. Free-standing separation screens can be easily cleaned to aid in infection control, while providing a layer of protection and safety to staff, patients and guests. A cut-out in the screen is conveniently located on the right-hand side to be able to easily perform temperature checks.
2. A sanitation station is positioned close to the entrance, allowing visitors easy access to hand sanitizer and disinfectant supplies.



Waiting and Transition

Option 7- Check-In Area

LG_7B

Application Includes

- Convey modular casework
- Vergé stool
- Regard desk cabinet, seating + planters
- Sorrel seating
- Enea tables
- Blu Dot Weft wall shelves
- Designtex performance textiles

Details

1. Bleach cleanable fabrics that have organic patterns and calming colors are a subtle way to incorporate biophilic design into healing spaces while remaining cleanable and functional for this type of environment.
2. Patients have the option to perform a hands-free self check-in by scanning the QR code with their personal device here.
3. Coffee service is a nice addition to any waiting area, and can provide a setting for conversation and refreshment, if desired.



THANK YOU