

# WAITING & TRANSITION SPACES

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 Spaces

### Option 1



### Concept

This waiting space provides multiple seating options for end-users, allowing them the opportunity of choice and control. Guests can choose seating based on comfort, technology support, and adaptability for periods of extended wait time.



# Waiting and Transition Spaces

WS

## Option 1

### Application Includes

- Regard seating and planters
- Jenny seating
- Groupworks table
- Move seating
- Await Ottoman
- Campfire Paper Table
- Freestand mobile table
- Flos | Tatau pendant light
- Designtex performance textiles

### Details

1. Access to outlets allows users to keep their devices charged in order to update friends and family who may not be present with them in the space.
2. Benches and ottomans are great for perching and short- term waiting.
3. Freestand mobile table provides users a place to set personal belongings or to use as a writing surface when needed.
4. Jenny for health features a crumb sweep and a higher seat height, allowing this chair to be acceptable for rigorous health environments.





# Waiting and Transition Spaces

WS\_1b

## Option 1

### Application Includes

- Regard seating and planters
- Await Ottomans
- Campfire Big Lamp
- Flos | Tatau pendant light
- Designtex performance textiles

### Details

1. Booth settings are familiar and intimate for eating and conversations.
2. Monitors provide positive distraction for patients while they wait.
3. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.



# Waiting and Transition Spaces

WS\_1c

## Option 1

### Application Includes

- Regard seating and planters
- Campfire Paper Table
- Embold table
- Campfire Big Lamp
- Alight ottomans
- Flos | Tatau pendant light
- Await ottoman
- Designtex performance textiles
- Move seating

### Details

1. Regard planters bring greenery and visual interest into space while acting as space division.
2. The Campfire Paper Table provides a writeable surface for children and serves as a space for positive distraction while waiting.
3. The Campfire Big Lamp helps define space, and makes a setting feel more intimate when out in the open.





## Waiting and Transition Spaces

### Option 2



### Concept

This waiting space supports a variety of postures, settings, and various group sizes. Mixed flooring materials and furniture arrangements help to define space, while still allowing clinicians clear sightlines to all users in the space.

# Waiting and Transition Spaces

WS\_2a

## Option 2

### Application Includes

- Regard seating, tables and planters
- Nooi seating
- Campfire Paper Table
- Await ottomans
- Switch stools
- Campfire Big Table
- Campfire Big Lamp
- BluDot | Trace pendant
- Flos | Aim pendant
- Designtex performance textiles

### Details

1. This “living-room” setting offers familiarity in the space.
2. Ottomans are great for overflow seating, perching, and short-term waiting.
3. The Campfire Paper Table provides a space for drawing and/or coloring promoting positive distraction for children while waiting.
4. Incorporating plants can help reduce stress among patients and families while waiting.





# Waiting and Transition Spaces

WS\_2b

## Option 2

### Application Includes

- Regard seating and planters
- Nooi seating
- Await ottomans
- Alight ottomans
- Switch stools
- Campfire Big Table
- BluDot | Trace pendant
- Flos | Aim pendant
- Designtex performance textiles

### Details

1. Self check in-kiosks provide a quick place to perch while filling out necessary documents. A hook is incorporated, providing individuals a space to place their personal belongings.
2. Regard's tablet arm provides a space for writing and/or personal belongings. It can be easily stowed aside when not in use.
3. Incorporating artwork inspired from nature can reduce stress and anxiety for patients and families.



# Waiting and Transition Spaces

WS\_2c

## Option 2

### Application Includes

- Regard seating and planters
- Switch stools
- Campfire Big Table
- Flos | Aim pendant
- Designtex performance textiles

### Details

1. Displays on walls or integrated into furniture provides productivity, positive distraction, or an opportunity for branding and signage in the space.
2. Booth settings are familiar and intimate for eating and conversations.
3. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to meet and work.
4. Easy access to outlets allows users to power their devices or work without fear of draining their battery.





## Waiting and Transition Spaces

### Option 3



### Concept

In this waiting space, end-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, customer experience is enhanced, and creates a welcoming environment.

# Waiting and Transition Spaces

WS\_3a

## Option 3

### Application Includes

- Regard seating, tables and planters
- Sorrel seating
- Nooi stool
- Elective Elements storage
- Await ottomans
- Designtex performance textiles

### Details

1. Self check in-kiosks provide a quick place to perch while filling out necessary documents. A hook is incorporated, providing individuals a space to place their personal belongings.
2. Ottomans are great for perching and short-term waiting.
3. Incorporating planters provide a natural division of space, while greenery can aid in reducing stress and anxiety for patients and families.





# Waiting and Transition Spaces

WS\_3b

## Option 3

### Application Includes

- Regard seating, tables and planters
- Embold seating
- Sorrel seating
- Elective Elements storage
- Await ottoman
- Bassline table
- Designtex performance textiles

### Details

1. Monitors provide positive distraction for patients while they wait.
2. Embold provides a comfortable and cleanable seat for guests without sacrificing beauty, making a sometimes-sterile feeling space more aesthetically pleasing.
3. This living room setting offers a familiar home-like setting within a larger waiting space.



# Waiting and Transition Spaces

WS\_3c

## Option 3

### Application Includes

- Regard seating, tables and planters
- Sorrel seating
- Designtex performance textiles

### Details

1. Incorporating plants can help reduce stress among patients and families while waiting.
2. Regard screens imply a sense of privacy and separation.
3. Banquette settings are familiar and intimate for eating and conversations.



## Waiting and Transition Spaces

### Option 4



### Concept

A variety of posture offerings within this space give patients and care partners choice and control during their visit. Rich textiles and architectural finishes, in addition to biophilic elements, create warmth in the space aiding in stress reduction.



# Waiting and Transition Spaces

WS\_4a

## Option 4

### Application Includes

- Regard seating
- Montara seating
- Circa seating
- Clipper screens
- Move seating
- Bivi storage depot
- Campfire Big Table
- Flos | Aim pendant lighting
- Designtex performance textiles

### Details

1. Self check in-kiosks provide a quick place to perch while filling out necessary documents. A hook is incorporated, providing individuals a space to place their personal belongings.
2. Booth settings are familiar and intimate for eating and conversations.
3. Bleach cleanable fabrics that have natural colors can incorporate biophilic design in a subtle way, while

remaining cleanable and functional for these rigorous environments.



# Waiting and Transition Spaces

WS\_4b

## Option 4

### Application Includes

- Regard seating
- Montara tables
- Wrapp seating
- Circa seating
- Clipper screens
- Lagunitas personal tables
- Designtex performance textiles

### Details

1. Semi-private single seats are great for quick seating or creating an enclosed space for multiple people.
2. Screens that are bleach cleanable aid in infection control and can remain cleanable and functional for these rigorous environments.
3. Lagunitas personal tables provide a convenient space for person items while waiting.
4. Incorporating various floor materials help to define space and create an aesthetically pleasing atmosphere.





## Waiting and Transition Spaces

WS\_4c

### Option 4

#### Application Includes

- Regard seating and planters
- Embold seating
- Alight ottoman
- Bassline table
- Clipper screens
- Move seating
- Campfire Big Table
- Flos | Aim pendant lighting
- Designtex performance textiles

#### Details

1. Monitors integrated into furniture provide positive distraction and/or offer branding/ wait time opportunity for patients during their visit.
2. This “living-room” setting offers familiarity in the space.
3. Greenery can reduce stress and anxiety for patients and families.
4. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to meet and work.





# Waiting and Transition Spaces

WS\_4d

## Option 4

### Application Includes

- Regard seating and planters
- Move seating
- Bivi storage depot
- Campfire Big Table
- Flos | Aim pendant lighting
- Designtex performance textiles

### Details

1. This “dining-room” setting offers familiarity in the space and room to work.
2. Booth settings are familiar and intimate for eating and conversations.
3. Bivi storage depot helps define space and creates a small area for additional storage.
4. Easy access to outlets allows users to power their devices or work without fear of draining their battery.



## Waiting and Transition Spaces

### Option 5



### Concept

This waiting space provides a variety of seating postures and settings during a patients visit. Access to power is conveniently located in furniture arrangements, allowing visitors to easily stay connected throughout the day. Coffee amenities are near, creating a warm and welcoming atmosphere for all users in the space.

# Waiting and Transition Spaces

WS\_5a

## Option 5

### Application Includes

- Regard seating
- Groupwork tables
- Wrapp seating
- Ripple bench
- Campfire Paper Table
- Designtex performance textiles

### Details

1. Banquette settings are familiar and encourages dining or conversation.
2. Regard screens imply a sense of privacy and separation.
3. Benches are a great addition to a waiting space as they provide a seat for an “anxious waiter” and are great for perching.
4. The Campfire Paper Table provides a space for children to easily draw and color while aiding in positive distraction.





# Waiting and Transition Spaces

## Option 5

WS\_5b

### Application Includes

- Regard seating
- Groupwork tables
- Move stools
- Designtex performance textiles

### Details

1. Artwork can reduce stress and anxiety for patients and families.
2. Regard shelves provide a space to place important brochures and health systems information.
3. Blending both standing and seated height solutions provides users a healthy palette of posture, allowing them choice and control.



# Waiting and Transition Spaces

WS\_5c

## Option 5

### Application Includes

- Regard seating
- Bivi storage depot
- Alight ottomans
- Move stools
- Groupwork table
- Designtex performance textiles

### Details

1. A kid friendly space with accessible, cleanable storage helps children to feel more at home.
2. Regard booths allows for space definition, education, dining, and provide a more intimate setting.
3. Ottomans allow users to put their feet up and change their posture. They can also be used as a bench and support the “anxious waiter”.
4. Woodgrain laminate surfaces bring indication to natural forms, while holding up to the cleaning demands of a clinical space.





# Waiting and Transition Spaces

WS\_5d

## Option 5

### Application Includes

- Regard seating
  - Folio casework
  - Groupwork table
  - Freestand mobile table
  - Wrapp seating
  - Elective Elements storage
- Designtex performance textiles

### Details

1. Coffee service is a nice addition to any waiting environment, providing a setting for conversation and refreshment, if desired.
2. Regard screens imply a sense of privacy and separation.
3. Coalesse Freestand table provides users a place to set personal belongings or to use as a writing surface when needed.





# Waiting and Transition Spaces

WS\_5e

## Option 5

### Application Includes

- Regard seating and planters
- Clipper screens
- Jenny seating
- Campfire Slim Table
- Campfire Paper Table
- Designtex performance textiles
- Alight ottoman
- Ripple bench

### Details

1. Mobile screens provide a sense of privacy and space definition. Incorporating bleach cleanable fabrics aids in rigorous cleaning and infection control.
2. Regard planters provide greenery and visual interest.
3. Easy access to outlets allows users to power their devices or work without fear of draining their battery.



## Waiting and Transition Spaces

### Option 6



### Concept

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

# Waiting and Transition Spaces

WS \_6a

## Option 6

### Application Includes

- Embold seating
- Regard seating
- Turnstone Simple seating
- Scoop stool
- Freestand mobile table
- Groupwork tables
- Bassline tables
- Campfire Big Lamp
- Flos | Chasen pendant
- Designtex performance textiles

### Details

1. Embold provides a comfortable and cleanable seat for guests without sacrificing beauty, making a sometimes- sterile feeling space more aesthetically pleasing.
2. The Campfire Big lamp helps to define space and creates a natural setting within such a large environment.
3. Benches are a great addition to any waiting space as they provide a seat for an “anxious waiter” and are great for perching.





# Waiting and Transition Spaces

WS\_6b

## Option 6

### Application Includes

- Embold seating and tables
- Regard seating
- Bassline tables
- Campfire Big Lamp
- Designtex performance textiles

### Details

1. This living room setting offers a familiar home-like setting within a larger waiting space.
2. A small table provides a location for personal items while waiting.
3. The Campfire Big lamp helps to define space and creates a natural setting within such a large environment.



# Waiting and Transition Spaces

WS\_6c

## Option 6

### Application Includes

- Convey casework
- Embold seating and tables
- Victor waste receptacle
- Switch stools
- Designtex performance textiles

### Details

1. Coffee service is a nice addition to any waiting environment, providing a setting for conversation and refreshment, if desired.
2. Convey is fully modular solution, allowing for simple installation, minimal disruption and the ability to repurpose components later.
3. Incorporating views of nature through artwork can aid in reducing stress and anxiety for patients and families.





# Waiting and Transition Spaces

WS\_6d

## Option 6

### Application Includes

- Regard seating and planters
- Jenny seating
- Embold seating
- Sorrel seating
- Campfire Big Table
- Buoy seating
- Shortcut seating
- Campfire Paper Table
- Irys Pod
- Bassline table
- Flos | Chasen pendant
- Designtex performance textiles

### Details

1. Regard shelves provide users space for personal belongings while waiting.
2. Greenery reduces stress and anxiety for patients and families.
3. Campfire Paper Table provides a space for children to easily draw and color while aiding in positive distraction.
4. Jenny for health features a crumb sweep and a higher seat height, allowing this chair to be acceptable for rigorous health environments.





# Waiting and Transition Spaces

WS\_6e

## Option 6

### Application Includes

- Embold seating
- Sorrel seating
- Regard seating and planters
- Convey modular casework
- Turnstone Simple seating
- Campfire Big Table
- Scoop stools
- Irys pod
- Bassline table and bench
- Campfire Slim Table
- Viccarbe Shape table
- Designtex performance textiles

### Details

1. The Irys pod creates an enclosed room within an open environment that allows for private conversation.
2. A standing height setting allows users the option to either sit or stand while maintaining the same level of eye contact.
3. Easy access to outlets allows users to power their devices or work without fear of draining their battery.



# Waiting and Transition Spaces

WS\_6f

## Option 6

### Application Includes

- Regard seating and planters
- Sorrel seating
- Campfire Slim Table
- Campfire Paper Table
- Campfire Big Table
- Buoy seating
- Freestand mobile table
- Flos | Chasen pendant
- Designtex performance textiles

### Details

1. This “dining room” setting is familiar and great for gathering large groups.
2. Users can easily work and stay connected with power conveniently placed on top of the table.
3. Greenery can reduce stress and anxiety for patients and families.



## Waiting and Transition Spaces

### Option 7



### Concept

A large-scale waiting space provides users a healthy palette of postures and encourages choice and control while they wait. Users can easily access power, allowing them the option to work and stay connected throughout their day.



# Waiting and Transition Spaces

WS\_7a

## Option 7

### Application Includes

- Regard seating
- Jenny seating
- Campfire Paper Table
- Alight ottoman
- Enea Lottus seating
- Flos | Miss K table lamp
- Flos | Smithfield pendant light
- Designtex performance textiles

### Details

1. Regard screens imply a sense of privacy and separation.
2. Benches and ottomans are great for perching and short-term waiting.
3. Campfire Paper Table provides a space for children to easily draw and color while aiding in positive distraction.



# Waiting and Transition Spaces

WS\_7b

## Option 7

### Application Includes

- Surround seating
- Clipper screens
- Bassline occasional table
- Campfire Slim Table
- Campfire Big Table
- Campfire Skate Table
- Jenny seating
- Answer panels
- Walkstation
- Nooi stools
- Designtex performance textiles

### Details

1. Walkstations promote wellbeing and activity during long waiting periods.
2. Campfire Slim table offers a space for personal belongings and access to power for mobile devices.
3. Mobile screens provide a sense of privacy and space definition. Incorporating bleach cleanable fabrics aids in rigorous cleaning and infection control.





# Waiting and Transition Spaces

WS\_7c

## Option 7

### Application Includes

- Regard seating, tables and planters
- Embold seating
- Surround seating
- Enea Lottus seating and tables
- Campfire Big Table
- Nooi stools
- Answer panels
- Walkstation
- Blu Dot | Trace pendant lighting
- Designtex performance textiles

### Details

1. Wall mounted displays provides a place for entertainment, signage, or sharing current information.
2. Banquette settings are familiar and encourages dining or conversation.
3. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to meet and work.





# Waiting and Transition Spaces

WS\_7d

## Option 7

### Application Includes

- Regard seating, tables and planters
- Enea Lottus seating
- Surround seating
- Jenny seating
- Campfire Big Table
- Campfire Skate Table
- Nooi stools
- Scoop stools
- Answer panels
- Walkstation
- Bassline tables
- Blu Dot | Trace pendant light
- Designtex performance textiles

### Details

1. Displays integrated into furniture provides a place for entertainment, signage, or sharing current information.
2. Jenny for health features a crumb sweep and a higher seat height, allowing this chair to be acceptable for rigorous health environments.
3. This living room setting offers a familiar home-like setting within a larger waiting space.



# Waiting and Transition Spaces

WS\_7e

## Option 7

### Application Includes

- Regard seating
- Enea Lottus seating
- Jenny seating
- Alight ottoman
- Campfire Slim Table
- Campfire Paper Table
- Clipper screens
- Scoop stools
- Answer panels
- Blu Dot | Trace pendant light
- Flos | Smithfield pendant light
- Designtex performance textiles

### Details

1. Blending both standing and seated height solutions provides users a healthy palette of posture and choices to meet and work.
2. Regard screens imply a sense of privacy and separation.
3. Access to outlets allows users to keep their devices charged in order to update friends and family who may not be present with them in the space.



THANK YOU