SCHEMATIC DESIGN FOR SIGN FAMILY
Macquarie University Hospital

Wayfinding Signage program.

Macquarie University Hospital is Australia’s first and only university private hospital.

Built at a cost of $250 million, it features 180 beds, clinical services and The Australian School of Advanced Medicine.

MUH has Australia’s first intraoperative CT scanner, the first and only Gamma Knife and Cyclotron and 16 state-of-the-art theatres.
Note: Renders are not drawn to correct proportions.
Department Entry Identification

Wall Mounted Department Entry Identification

Oncology

Capheights: 60mm, 30mm, 20mm
Department Entry Identification

Capheights: 140mm, 16mm
Wall Mounted
Level Department

Capheights: 140mm, 16mm
Staff Lift Directory
Level Department
WAYFINDING PRINCIPLES & APPROACH TO WAYFINDING
This diagram illustrates the reliance between larger scale and smaller scale elements when planning, designing, implementing and maintaining a wayfinding system.
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<th>HOSPITAL</th>
<th>AIRPORT</th>
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<tbody>
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<td>REFERRAL</td>
<td>TICKET</td>
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<td>CONCOURSE</td>
<td>CONCOURSE</td>
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<td>ADMISSIONS</td>
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Wayfinding & Signage

Wayfinding is the system that assists users to find their way through a complex environment. A wayfinding system will identify the most efficient way to direct people through an environment.

The tools to assist people in wayfinding can include:

- printed information;
- architectural features & design elements;
- permanent signage;
- digital devices e.g. the website;
- human interactions e.g. with dedicated staff at information/entry point.

A successful wayfinding system will provide information for users to:

- confirm they are at the correct start or finish point of an individual journey;
- identify their location within a building or an external space;
- reinforce they are travelling in the right direction;
- orient themselves within a building or an external space;
- understand the location and any potential hazards;
- identify their destination on arrival;
- escape safely in an emergency.

Function of Signage

The functional aspects of signage:

- integration with the built environment (interfacing with other structures);
- ergonomics relating to user interface;
- measure of self-reliance;
- durability;
- flexibility;
- ease of maintenance;
- value for money.

Hospital Wayfinding

Patients and visitors at hospitals and other healthcare facilities face some unique wayfinding challenges, including:

- complex environments;
- multiple destinations during their visit;
- unfamiliar terminology;
- stress caused by illness or the unknown.

Wayfinding systems address these challenges, utilising best practices that include:

- the use of consistent, non-technical language for wayfinding elements;
- the creation of well-defined public pathways;
- reducing signage clutter;
- ensuring consistent delivery and content of wayfinding information;
- creating processes that maintain the accuracy of wayfinding components in the future.
Wayfinding & Signage for Concord Hospital

Strategy

New signage will be planned, designed and implemented in accordance with world’s best practice and evidence based design.

The following principles for wayfinding apply:

- **People centric**
  Information is primarily aimed at visitors;

- **Creating identity**
  Clearly identifying the health facility to instill confidence;

- **Clarity of movement**
  Into and across the site and avoid any form of ambiguity;

- **Connectivity**
  Provide seamless connections in accordance with progressive disclosure from the macro to the micro level;

- **Future proofing**
  Provide a signage system that allows for changes and expansion;

- **Reinforce the main entrance to the site**
  Clearly articulate entries and paths to secondary destinations.

When applying wayfinding principles to the hospital site, we organise the peripheral roads and entries to the site with a clear hierarchical family of signs addressing mainly vehicular traffic, although pedestrian traffic may rely on these signs as well.

The signs are organised into main site identification signs at strategic locations featuring the hospital name at the top of the sign.

Secondary directional signs feature the hospital name as an endorsement. Tertiary signs feature a regulation or a single direction. This strategy enforces best practice, that of creating clear information structure and hierarchy, avoiding ambiguity.

The pedestrian routes must allow for uninterrupted sightlines and movement with little signage required and the signage is hierarchical in accordance with progressive disclosure (macro to micro level).

The internal signage will follow the same principles and is flexible in terms of future changes. Signage is integrated with the building fabric.

The terminology used for messages is subject to an agreed nomenclature convention and should follow best practice as outlined in the section nomenclature.

Redundancy

- **All signs along the periphery of the site will be new signs.**

- **All signs in new building will be new signs.**
NAMING HIERARCHY
The naming of departments and destinations is to be simple, short, unambiguous, and ideally in plain English.

Consider hospital visitors - rather than staff - when using medical terms in signage e.g. Paediatric vs Children.

Names need to be kept to the relevant words, therefore names fit on one line on signs and don’t create entire sentences.

Names are aimed at visitors, hence Fetal Medicine is preferred over Fetal Medicine Unit, as the word Unit does not provide any relevant value to the visitor.

The more words are in a name, the more space it uses up on signs, the more words need to be remembered by the visitor, the longer it takes to recognise, ‘scan’, differentiate, read, understand and finally make a decision.

Acronyms, such as ACCR, ACC&R etc. need to be avoided and replaced with proper names.

### Existing – from hospital website (short version)
- Aged and Chronic Care
- Anaesthesia and Pain Management
- Anatomical Pathology Museum
- Andrology Department
- Audiology Department
- Blood Cancer
- Burns Unit
- Cancer Services
- Cardiology
- Chaplaincy
- CNC & Nurse Practitioners
- Colorectal Department
- Concord Centre for Mental Health
- Culturally and Linguistically Diverse Communities
- Dermatology
- Drug Health Service
- Emergency
- Endocrinology
- Ear Nose and Throat
- Gastroenterology
- Gynaecology
- Hospital in the Home
- Haematology Department
- Immunology
- Interpreter Services
- Intensive Care Unit
- Microbiology and Infectious Diseases
- NSW Institute of Sports Medicine
- Neurosurgery Department
- Neurosciences Department
- Nuclear Medicine
- Nutrition and Dietetics
- Ophthalmology (Eye care)
- Orthopaedics
- Palliative Care
- Patient Representative
- Plastic, Reconstructive and Hand Surgery
- Podiatry
- Pre-Admission Clinic
- Psychology
- Radiology
- Renal
- Respiratory / Thoracic Medicine
- Rheumatology
- Social Work
- Speech Pathology
- Stomal Therapy
- The Sydney Survivorsship Centre
- Urology
- Vascular

### New – from architectural plans
- ACC6R
- ACC6R Day Hospital
- ACCR Executive
- ACT Call Centre
- Acute Aged Care
- Acute Medical/Surgical IPU
- Aged Complex & Rehab
- Aged Rehabilitation
- ANZAC Research
- Apheresis
- Assessment/Therapy
- Cancer Ambulatory Care
- Cancer Research
- Day Oncology
- DF Centre of Excellence
- General & Special Clinics
- General Rehabilitation
- Haematology
- Nursing Procedure
- Oncology
- Oncology IPU
- Psychogeriatric
- Radiation Oncology
- Rehabilitation and Allied Therapy
- Satellite Pharmacy