



Reception - Emergency

Room Code	RECP-E
Briefed Area	20.00 m ²
Ceiling Height	2.7 m
Occupancy	4 staff seated (with up to 2 additional staff intermittently)
Hours of Operation	24 hours

Description | The Reception - Emergency provides the space, equipment and services for receiving patients and visitors and directing them to their destination or to the waiting area of the Emergency Unit. The Reception - Emergency also acts as an administrative base for the unit.

Electrical	PROTECTION: body protected	<input type="checkbox"/>	HVAC	AIRCONDITIONING: general	<input checked="" type="checkbox"/>
	PROTECTION: cardiac protected	<input type="checkbox"/>		AIRCONDITIONING: HEPA filtered	<input type="checkbox"/>
Lighting	LIGHTING: general	<input checked="" type="checkbox"/>	AIRCONDITIONING: positive pressure	<input type="checkbox"/>	
	LIGHTING: colour corrected	<input type="checkbox"/>	AIRCONDITIONING: negative pressure	<input type="checkbox"/>	
	LIGHTING: dimmable	<input type="checkbox"/>	VENTILATION: exhaust	<input type="checkbox"/>	
	LIGHTING: indirect	<input type="checkbox"/>	VENTILATION: supply	<input type="checkbox"/>	
Nurse Call and Duress	NURSE CALL SYSTEM: buttons / handset	<input type="checkbox"/>	Medical Gas	VENTILATION: natural	<input type="checkbox"/>
	NURSE CALL SYSTEM: annunciator	<input checked="" type="checkbox"/>		MEDICAL GAS: general anaesthesia	<input type="checkbox"/>
	DURESS: fixed	<input checked="" type="checkbox"/>		MEDICAL GAS: special care	<input type="checkbox"/>
	DURESS: wireless coverage	<input checked="" type="checkbox"/>		MEDICAL GAS: special care, neonatal ventilation	<input type="checkbox"/>
Security	ACCESS CONTROL: to door	<input checked="" type="checkbox"/>	MEDICAL GAS: birthing	<input type="checkbox"/>	
	ACCESS CONTROL: to item / joinery	<input type="checkbox"/>	Hydraulic	WATER: drinking	<input type="checkbox"/>
	INTERCOM: service communications	<input type="checkbox"/>		WATER: specialty	<input type="checkbox"/>
	INTERCOM: security and access control	<input checked="" type="checkbox"/>		DRAINAGE: sanitary	<input type="checkbox"/>
	CCTV: camera coverage within room	<input type="checkbox"/>		DRAINAGE: specialty	<input type="checkbox"/>
	INTRUSION DETECTION: door monitoring	<input type="checkbox"/>	Fire	DETECTION: smoke	<input checked="" type="checkbox"/>
INTRUSION DETECTION: spatial monitoring	<input type="checkbox"/>	DETECTION: heat		<input type="checkbox"/>	
ICT and Audio Visual	AUDIO VISUAL: patient entertainment system	<input type="checkbox"/>	Shielding	SHIELDING: ionising radiation	<input type="checkbox"/>
	AUDIO VISUAL: visitor experience system	<input type="checkbox"/>		SHIELDING: magnetic and radio frequency	<input type="checkbox"/>
	AUDIO VISUAL: virtual collaboration system	<input type="checkbox"/>	Acoustics	SPEECH PRIVACY: not private moderate private confidential	
	AUDIO VISUAL: clinical support system	<input type="checkbox"/>		NOISE SENSITIVITY: not sensitive low medium high	
	AUDIO VISUAL: digital operating room system	<input type="checkbox"/>		NOISE GENERATION: low moderate high very high	
Accessibility	AUDIO: hearing augmentation	<input checked="" type="checkbox"/>			
	VISUAL: luminance contrast	<input checked="" type="checkbox"/>			
	SIGNAGE: accessible, statutory	<input type="checkbox"/>			

Additional Considerations

- Triage - Emergency, Assessment Counters (TRIAGE-CO) and/or Triage - Emergency, Assessment Rooms (TRIAGE-RM) are to be in close proximity to the Reception - Emergency.
- Multiple Triage - Emergency, Assessment Counters may be combined with the Reception - Emergency. When these Standard Components are combined, the final overall room configuration should include an egress that takes staff behind the secure line of the Emergency Unit.
- Clear line of sight to the waiting room is recommended for observation.
- Provision of a window for visual access from Reception - Emergency to a Triage Room/Counter (when these rooms are collocated) may be considered to ensure staff are not isolated in the front of house area. This window may be fixed or an operable sliding type (e.g. to allow passing of items/documents).

- Provision of a window for visual access to the ambulance entry area (if collocated) may be considered to support efficient registration of patients arriving by ambulance.
- While oversight of the patient/visitor entry, ambulance entry and waiting room is desirable, it is not always possible and security cameras and feeds are typically required. Display screens for security CCTV feeds should be located so they are not viewable by the public. Size and quantity of screens is to be determined to suit security requirements.
- An intercom and door release buttons linked to the external entry doors and main department entry point(s) may be required for access control depending on service requirements. Lockdown alarms and buttons will also be required to suit security protocols and operational models for unit lock down.
- This Standard Component shows 2 x counters where patients/visitors are standing and 1 x wheelchair accessible counter. Counters may be provided as standing height or seated height, or a mix of both, with at least one counter to provide wheelchair access as per AS1428.1 / NZS 4121.
- Configuration of the security glazing (size of communication slot, size of pass-through aperture for paperwork, etc.) is to be determined at project level to suit operational models.
- The requirement for the inclusion of hearing augmentation systems (e.g. hearing aid induction loops, or solutions that require infrared, radio frequency, or Wi-Fi systems) and associated items (microphones, signage, etc.) is to be confirmed at project level, in consultation with accessibility experts, to suit the configuration of the counter and security glazing.
- Acoustic treatment requirements are to be determined suit patient privacy requirements and reduce potential noise transfer to/from the adjacent waiting area.
- Provision of height adjustable workstations in lieu of fixed joinery benches may be considered at project level and provision should be in line with local WHS policies. Where height adjustable workstations are provided the location of services and the interaction of the moving workstation surface with the static public facing counter must be carefully considered.
- The final location of doors is to be determined to suit overall department layout and minimise risk of staff entrapment. At least one door must provide an egress that takes staff behind the secure line of the Emergency Department. The other door may provide direct access to the waiting room. Provision of access control devices (e.g. proximity card readers) is to be finalised to suit security requirements.
- A wall clock should be visible from all clinical areas in the Emergency unit. The location and type of clocks provided, including any required connection to a master clock system, is to be determined at a project level.
- Mobile duress coverage is to be assessed and planned at a department level and coverage is to meet local security and WHS policies as well as operational service requirements.
- The type, extent and configuration of storage within the room for stationery and consumables will be dependent on service requirements, operational models and ICT policies and strategies. This includes considering the facility's use of electronic medical records (EMR) as well as the need to store any remaining paper forms.
- The requirement for Body Protection under AS/NZS 3003 is to be determined at project level depending on the proximity of the counter to adjacent patient areas.
- Provision of cleaner's power outlets is to be rationalised across the department and spaced in accordance with AS/NZS 3003.



Doors and Windows

CODE	DESCRIPTION	COMMENT
DOHI-043.01	DOOR: hinged, 1 leaf, 900 clear opening, solid, wide vision panel	to waiting area; may be located to provide direct access to the waiting area or to a zone behind the main entry doors
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to room side</i>
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to waiting area side</i>
<i>AFDPR-056.01</i>	<i>DOOR FRAME PROTECTION: full wrap, to 900H</i>	<i>optional, provision and extent dependent on frame material/finish and movement of beds and mobile equipment in adjacent area</i>
<i>ITSE-261</i>	<i>READER: security, access control, proximity card, wall mounted</i>	
DOHI-043.01	DOOR: hinged, 1 leaf, 900 clear opening, solid, wide vision panel	to department treatment areas
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to room side</i>
<i>AFDPR-006.01</i>	<i>DOOR PROTECTION: plate, to 900H</i>	<i>to treatment areas side</i>
<i>AFDPR-056.01</i>	<i>DOOR FRAME PROTECTION: full wrap, to 900H</i>	<i>optional, provision and extent dependent on frame material/finish and movement of beds and mobile equipment in adjacent area</i>
WIFX-008.01	WINDOW: fixed, internal, single glazed, sill at 1050H	optional, may be provided to allow for visual access to ambulance entry, if collocated, to support efficient registration of

CODE	DESCRIPTION	COMMENT
		patients; provision is dependent on overall department planning and operational models
WIOP-008	WINDOW: operable, sliding, internal, single glazed, sill at 1050H	optional, may be provided to triage assessment room, if collocated, to ensure staff are not isolated in the front of house area; provision is dependent on overall department planning, staffing models and WHS policies



Finishes

CODE	DESCRIPTION	COMMENT
FLVY-101	FLOOR FINISH: vinyl, seamless, standard slip resistance	
FLSK-021	SKIRTING: vinyl, integral with floor vinyl, coved	
WLFI-002	WALL FINISH: paint, clinical areas	
CLTI-022.02	CEILING: drop-in tiles, acoustic, prefinished, 600 x 1200	
CLBK-012	BULKHEAD: flush set, acoustic	
CLFI-002	CEILING FINISH: paint, clinical areas	to bulkhead
CLCN-041	CORNICE: wall trim fixing, prefinished	
WLPR-006.03	WALL PROTECTION: corner guards, to 1200 AFFL	



Joinery

CODE	DESCRIPTION	GROUP	QTY	COMMENT
JOBE-031	BENCH: 600D, laminate	1	1	to clerk workstation
JOBE-211	BENCH SUPPORT: bracket	1	2	to clerk workstation
JOGE-001	BULKHEAD: joinery	1	1	to shelving unit
JORS-001	JOINERY UNIT: reception desk	1	2	counters may be provided as standing height or seated height, or a mix of both; at least one counter to provide wheelchair access as per AS1428.1 / NZS 4121; joinery configuration may include privacy dividers between reception counters to support acoustic privacy with sensitive conversations, and materiality to be confirmed to balance privacy requirements with waiting room observation
JORS-051	SECURITY GLAZING: to reception	1	1	between reception counters to support acoustic privacy with sensitive conversations and materiality to be confirmed to balance privacy requirements with waiting room observation
JORS-053	SECURITY GLAZING: to reception, with communication slot and pass through aperture	1	3	configuration of communication slot and pass through aperture to be confirmed at project level to suit clinical services requirements and operational models
JOSH-001	SHELF UNIT: tall, adjustable shelves	1	1	type, extent and configuration of storage for stationery and consumables will be dependent on operational models for EMR and local ICT strategies and policies



Fittings, Furniture and Equipment (FF&E)

CODE	DESCRIPTION	GROUP	QTY	COMMENT
FIDI-241	DISPENSER: alcohol-based hand rub, wall mounted	2	1	

CODE	DESCRIPTION	GROUP	QTY	COMMENT
FIHR-331	BRACKET: display screen, single, fixed, wall mounted	②	1	optional, to patient flow display screen if provided
FIHR-331	BRACKET: display screen, single, fixed, wall mounted	②	1	to security CCTV display screen
FQBS-171	CHAIR: office, ergonomic	③	4	1 to each reception workstation, 1 to clerk workstation
FQGE-226	DEVICE: electronic funds transfer at point of sale (EFTPOS)	③	1	optional; provision dependent on operational models
FQSM-061	PEDESTAL: mobile, 660H nominal, 2 equal drawers and 1 file drawer	③	1	to clerk workstation
FQSM-081	PEDESTAL: mobile, 660H nominal, 1 drawer and 1 printer shelf	③	3	1 to each reception workstation
FQWS-051	BIN: general waste, 20L	③	1	
ITBU-470	CLOCK: digital display, electric, synchronised slave, wired internet protocol (IP), wall mounted	①	1	type of clock and requirement for connection to the master clock system is to be confirmed at a project level based on clinical services requirements
ITCL-331	DISPLAY SCREEN: patient flow system	①	1	optional, provision dependent on clinical services requirements
ITNE-071	TELEPHONE: handset, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-102	COMPUTER: dual display screens, central processing unit (CPU), keyboard and mouse, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-111	COMPUTER: workstation on wheels (WOW), medical grade, all-in-one computer, keyboard and mouse, on cart	③	1	for roaming clerk(s)
ITNE-311	PRINTER: desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITNE-316	PRINTER: labels, small, desktop	③	4	1 to each reception workstation, 1 to clerk workstation
ITSE-111	DISPLAY SCREEN: security, CCTV monitoring	③	1	type and size of screen to be confirmed to suit security requirements



Engineering Services

CODE	DESCRIPTION	GROUP	QTY	COMMENT
ELGP-105	GPO: single, wall mounted, cleaner	①	1	as required for distribution across the unit in accordance with AS/NZS 3003
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to workstation on wheels (WOW) for roaming clerk(s)
ELGP-231	GPO: double, emergency power, wall mounted	①	2	to clerk workstation
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to security CCTV display screen
ELGP-231	GPO: double, emergency power, wall mounted	①	1	to clerk workstation for printer
ELGP-231	GPO: double, emergency power, wall mounted	①	1	optional, to patient flow display screen if provided
ELGP-241	GPO: double, emergency power, joinery mounted	①	3	1 to each reception workstation for printers
ELGP-241	GPO: double, emergency power, joinery mounted	①	6	2 to each reception workstation
ELSW-001	SWITCH: light	①	2	to general room lighting, 1 to each door
ITIN-016	OUTLET: data, single RJ45, wall mounted	①	1	to clock; an additional power outlet may be required if power over ethernet (PoE) is not supported by the clock hardware
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	1	to security CCTV display screen
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	1	optional, to patient flow display screen if provided
ITIN-026	OUTLET: data, double RJ45, wall mounted	①	1	to clerk workstation for printer

CODE	DESCRIPTION	GROUP	QTY	COMMENT
ITIN-028	OUTLET: data, double RJ45, surface mounted	①	3	1 to each reception workstation for printers
ITIN-036	OUTLET: data, triple RJ45, wall mounted	①	1	to clerk workstation
ITIN-038	OUTLET: data, triple RJ45, surface mounted	①	4	1 to each reception workstation
ITSE-063	BUTTON: security, duress, fixed, under bench mounted	①	3	1 to each reception workstation
ITSE-091	BUTTON: security, perimeter lockdown, wall mounted	①	1	to activate lock down tof external entry doors and/or unit entry doors; requirements to be confirmed at project level based on security protocols and operational policies for unit lockdown
ITSE-186	INTERCOM: audio-visual, slave, wall mounted	①	1	connected to intercom at external entry doors and security observation room
ITSE-298	BUTTON: door release, remote activation, surface mounted	①	3	1 to each reception workstation; to open external entry doors and/or unit entry doors

For guidance on how to use the Room Data Sheet, please visit the [AusHFG website](#).