

Clinic Environment Assessment

Use this assessment to help you evaluate your clinic's environment and how it informs the patient experience. Walk through the clinic like a new patient would, from when they arrive through to when they check out after their visit. Check off the characteristics that apply to your clinic. Consider using the [Patient Experience Improvement Plan](#) to address the characteristics that don't apply.

Navigation and Outdoor Signs

	Yes	No	N/A
The clinic can be accurately located using map apps (e.g., Google Maps, Apple Maps) and navigation systems (e.g., Garmin). (If not, you can contact the app/system creator and ask them to correct the issue.)			
The clinic building and/or outdoor clinic signs are easy to see from the street.			
Outdoor clinic signs are visible at night.			
Signs clearly indicate how to get to the clinic if it's located in a shared building.			
The entrance is obvious to first-time patients (highly visible with clear signage from the street and/or parking area).			

Outdoor Areas

	Yes	No	N/A
There is free parking available for patients.			
The parking area is well-maintained.			
The parking area is well-lit at night.			
The building looks well-maintained on the outside.			
There are trees and plants around the building.			
Trees and plants are well-maintained and free of trash and weeds.			

Entrance

	Yes	No	N/A
The clinic's hours and phone number are posted clearly and accurately outside.			
There is an emergency phone number posted clearly outside.			
The front door is easy to open and accessible to patients with disabilities.			

Entrance (continued)

	Yes	No	N/A
The front door looks well-maintained (free of scratches and scuffs).			
Entrance signs are positive and patient-friendly, and convey that all patients are welcome and respected.			
The entrance area is clean.			
The entrance area is inviting.			
The entrance area is a comfortable temperature.			

Staff Members and Work Areas

	Yes	No	N/A
All staff members wear name tags.			
Staff work areas are tidy.			
Offices are free of clutter.			

Waiting Area

	Yes	No	N/A
Waiting area signs clearly indicate what patients should do upon arrival.			
Waiting room signs are positive and patient-friendly, and convey that all patients are welcome and respected.			
The floor in the waiting area is in good condition (free of spots, stains, and scuffs).			
The windows are clean and in good condition.			
The walls are clean (free of scuffs, fingerprints, and tape).			
The wall paint is in good condition.			
The wall paint color reflects a professional environment.			
The decorations on the walls are appropriate for a professional health care environment.			
The ceilings and light fixtures are clean (free of grime and cobwebs).			
Any indoor plants are healthy and attractive.			

Waiting Area (continued)

	Yes	No	N/A
The furniture is clean.			
The furniture style is appropriate for a professional health care environment.			
The chairs and couches are comfortable.			
The racks of educational materials are tidy and well supplied.			
All educational materials made available to patients have gone through the agency's informational and educational (I&E) materials review process.			
The magazines offered are appropriate for a range of patients, including youth.			
The magazines offered are in good condition (free of tears and stains).			
The magazines available are up to date (less than a year old).			
The programming that is on the TV is appropriate for all audiences.			
The volume of the TV, music, or radio is at an appropriate level.			
The comment box is stocked with paper and pens.			
Waiting room signs clearly indicate what patients should do to check out after a visit.			

Bathrooms

	Yes	No	N/A
Signs clearly indicate the way to get to the restrooms.			
There are gender neutral restrooms available.			
The bathrooms are clean, uncluttered, and free of foul odor.			
The bathrooms are well-supplied.			
There are clear, easy-to-understand instructions for how patients should collect urine samples.			
The place where patients should put urine samples is clean, clearly labeled, and easy to find.			

Exam Rooms

	Yes	No	N/A
Signs clearly indicate the way to get to the exam rooms.			
The floors in exam rooms are in good condition (free of spots, stains, and scuffs).			
The walls are clean (free of scuffs, fingerprints, and tape).			
The wall paint color reflects a professional environment.			
The wall paint is in good condition.			
The decorations on the walls are appropriate for a professional health care environment.			
The exam rooms are clean and free of foul odor.			
The ceilings and light fixtures are clean (free of grime and cobwebs).			
The reading material offered is in good condition (free of tears and stains).			
The magazines available are up to date (less than a year old).			

Notes

Use this space to provide details for any of the characteristics listed above. If you notice other characteristics of the clinic environment that could be improved, note them here, too. For example, consider whether the space could be more trauma-informed, inclusive, representative of the community served, and youth-friendly.