

CHAPTER 265: OUTPATIENT / PACT CLINIC

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1 PURPOSE AND SCOPE

This document outlines space planning criteria for Program Guide (PG) 18-9 Chapter 265: Outpatient / PACT Clinic. It applies to all outpatient medical facilities at the Department of Veterans Affairs (VA) that contain Primary Care (PACT).

- A. This document incorporates the primary services / components that will be contained in Outpatient Clinics with Primary Care Services ranging from 1 PACT Module (4 Primary Care Teamlets, to 3 PACT Modules (12 Primary Care Teamlets).
- B. The following outpatient functional areas are addressed herein:
 1. Audiology and Speech Pathology
 2. Business Services
 3. Canteen Service
 4. Clinic Management
 5. Dental Clinic
 6. Engineering Service
 7. Eye Clinic
 8. Home Based Primary Care
 9. Lobby / Reception
 10. Logistics Service
 11. Mental Health Clinic
 12. Multi-Specialty Clinic
 13. Pathology and Laboratory Medicine (PLM) Service
 14. Pharmacy Service
 15. Physical Medicine and Rehabilitation (PM&R) Clinic
 16. Police Service
 17. Primary Care Service – Patient Aligned Care Team (PACT) Module(s)
 18. Prosthetics and Sensory Aids Clinic
 19. Radiology Service
 20. Staff Support Area
 21. Support Area
- C. VHA Handbooks 1101.02, *Primary Care Management Module (PCMM)*, dated April 21, 2009, and the VHA Article, *Patient Centered Medical Home Model Concept Paper* have been reviewed as part of the development of this Space Criteria Chapter and the space criteria contained herein responds to the information and requirements of this Handbook and article where appropriate. These documents should be referred to prior to any space programming effort for additional information.
(<http://www.va.gov/PRIMARYCARE/PACT/index.asp>)
- D. The Patient Centered Medical Home (PCMH) has been branded Patient Aligned Care Team (PACT) and has been implemented in all VHA health care facilities. PACT is a patient-driven, team-based approach that delivers efficient, comprehensive and continuous care through active communication and coordination of healthcare services. PACT is based on a set of seven principles and depends on a core and expanded team of healthcare personnel who work with the Veteran patient to plan for their overall health. This model is focused on all patients receiving VA Primary Care, which is known to be 80 to 90% of the enrolled Veteran patient population. The seven principles of the VHA PACT are:
 1. Patient-driven care
 2. Team-based provider collaboration

3. Enhanced efficiency
4. Comprehensive health and wellness services
5. Continuous patient-provider relationship
6. Improved communication
7. Interdisciplinary, seamless service coordination

2 DEFINITIONS

- A. Facility: Includes all freestanding medical centers, parent facilities and their divisions, and Outpatient Clinics (OPCs).
- B. Functional Area: The grouping of rooms and spaces based on their function within a clinical service. Typical Functional Areas are Reception Area, Patient Area, Support Area, Staff and Administrative Area, and Education Area.
- C. Input Data Statement: A set of questions designed to elicit information about the healthcare project in order to create a Program for Design (PFD; see definition below) based on the criteria parameters set forth in this document. Input Data Statements could be Mission related, based in the project's Concept of Operations; and Workload or Staffing related, based on projections and data provided by VHA or the VISN about the estimated model of operation. This information is processed through mathematical and logical operations in SEPS (see definition below).
- D. Net-to-department gross factor (NTDG): This number, when multiplied by the programmed net square foot (NSF) area, determines the departmental gross square feet (DGSF). (See Section 6.A.1)
- E. Outpatient Clinic (OPC): An Outpatient Clinic is a freestanding ambulatory care facility that is physically separated but administratively attached to a VA Medical Center providing a specific set of outpatient services.
- F. Patient Aligned Care Team (PACT): Patient Aligned Care Team, providing service to Veterans that is patient-centered, is the right care at the right time by the right person. A typical PACT Team is comprised of a Provider, RN, LPN / Health Tech and a Clerk.
- G. Program for Design (PFD): A listing of all of the spaces and rooms to be included in a construction project for a service and the corresponding net square foot area of each space and room. This listing of spaces and rooms is based on criteria set forth in this document and specific information about Program Mission, Workload projections and Staffing levels authorized.
- H. Provider (Primary / Specialty Care): A medical professional, such as a physician, nurse practitioner, or physician assistant, providing care to Veteran patients.
- I. Reception: This is the Meet/Greet function for the clinic; may serve as check-in for appointments.
- J. SEPS: Acronym for Space and Equipment Planning System, a digital tool developed by the Department of Defense (DoD) and the Department of Veterans Affairs to generate a Program for Design (PFD) and an Equipment List for a VA healthcare project based on specific information entered in response to Input Data Statements. The propositions set forth in this chapter as well as all chapters in VA's PG 18-9 are incorporated in SEPS for all VA projects. SEPS has been designed to aid healthcare planners in creating a space plan based on a standardized set of criteria parameters.

- K. Teamlet: The core PACT team that is responsible for the central functions of the PACT model of care consists of a provider, an RN care manager, a clinical staff assistant, an administrative staff member, and the Veteran patient. Each Teamlet cares for a Panel of patients. The number of patients in a panel varies by location; the Office of Primary Care utilizes an average panel size of 1,200 patients for planning purposes.
- L. VISN: Acronym for Veteran Integrated Service Network.
- M. Women's Health Primary Care Provider (WH PCP): A primary care provider who is dedicated to and proficient in women's health. A designated WH PCP is preferentially assigned women Veterans within their primary care patient panels.
- N. Women Veterans Program Manager (WVPM): (Refer to VHA Handbook 1330.02 for a complete review of the role of the Women Veterans Program Manager). The WVPM is responsible for executing comprehensive planning for women's health issues that improves the overall quality of care provided to women Veterans and achieves program goals and outcomes.

3 OPERATING RATIONALE AND BASIS OF CRITERIA

- A. Space planning criteria have been developed on the basis of an understanding of the patient care delivery models and activities involved in the functional areas required for Outpatient / PACT Clinics. These criteria are based on VHA Handbook 1101.02 referred to above.
- B. Workload Projections or planned services / modalities for a specific Outpatient / PACT project are generated based upon the expected veteran population in the respective market / service area. Healthcare and clinical planners working on Outpatient clinic projects shall utilize and apply the workload based criteria set forth herein to determine space requirements for the project. Established and/or anticipated best practice standards have been adapted to provide environments supporting the highest quality health care for Veterans.
- C. A PACT Primary Care Module utilizes a variety of physical spaces for coordinated, patient-centered care including:
 - 1. Exam Rooms (General, Bariatric, and Women's)
 - 2. Consultation Rooms
 - 3. Procedure Rooms
 - 4. Shared Medical Appointment/Group Rooms
 - 5. Tele-health Room
 - 6. Tele-retinal Room
- D. The Primary Care Clinic – PACT Module provides collaborative workspace for staff including:
 - 1. Team Work Area
 - 2. Extended Team Workstations
 - 3. PACT Workroom
- E. These criteria are subject to modification relative to development in the equipment, medical practice, vendor requirements, and subsequent planning and design. The selection of the size and type of equipment is determined for each facility based on the anticipated service being provided.

4 PROGRAM DATA REQUIRED (INPUT DATA QUESTIONS)

(M): Mission Input Data Statement
(W): Workload Input Data Statement
(S): Staffing Input Data Statement
(Misc): Miscellaneous Input Data Statement

A. Mission

1. Is a one PACT Module authorized? (M)
2. Is a two PACT Module authorized? (M)
3. Is a three PACT Module authorized? (M)

B. Workload

None

C. Staffing

None

D. Miscellaneous

None

5 SPACE CRITERIA

A. FA 1: Lobby / Reception Area:

1. **Vestibule (LOB02).....200 NSF (18.6 NSM)**
Provide one if one or two or three PACT Modules are authorized.
2. **Alcove, Wheelchair (SRLW1)90 NSF (8.4 NSM)**
Minimum NSF if one or two PACT Modules are authorized; provide an additional 30 NSF if three PACT Modules are authorized.
3. **Waiting, PACT 1 (WRC04)1,140 NSF (106.0 NSM)**
Provide one if one PACT Module is authorized.

Allocated NSF provides waiting for the following clinics: General (Lobby/Common Areas), Mental Health Clinic, Patient Aligned Care Team (PACT) Clinic 1, and Pathology and Laboratory Medicine (PLM) Service.

4. **Waiting, PACT 2 (WRC05)3,645 NSF (338.7 NSM)**
Provide one if two PACT Modules are authorized.

Allocated NSF provides waiting for the following clinics: General (Lobby/Common Areas), Audiology and Speech Pathology Clinic, Business Services, Eye Clinic, Mental Health Clinic, Pathology and Laboratory Medicine (PLM) Service, Patient Aligned Care Team (PACT) Clinic 1 and 2, Pharmacy Service, Prosthetics and Sensory Aids Clinic, Physical Medicine and Rehabilitation (PM&R) Clinic, and Radiology Service.

5. **Waiting, PACT 3 (WRC06)6,545 NSF (608.1 NSM)**
Provide one if three PACT Modules are authorized.

Allocated NSF provides waiting for the following clinics: General (Lobby/Common Areas), Audiology and Speech Pathology Clinic, Business Services, Eye Clinic, Mental Health Clinic, Pathology and Laboratory Medicine (PLM) Service, Patient

Aligned Care Team (PACT) Clinic 1, 2 and 3, Multi-Specialty Clinic, Pharmacy Service, Prosthetics and Sensory Aids Clinic, Physical Medicine and Rehabilitation (PM&R) Clinic, Radiology Service, and Dental Clinic.

6. Waiting, PACT Family (WRF01)60 NSF (5.6 NSM)
Provide one if one or two or three PACT Modules are authorized.

7. Reception (RECP3).....60 NSF (5.6 NSM)
Provide three if one PACT Module is authorized; provide an additional seven if two PACT Modules are authorized; provide an additional nine if three PACT Modules are authorized.

8. Reception, Accessible (RECP5).....100 NSF (9.3 NSM)
Provide one if one PACT Module is authorized; provide an additional two if two PACT Modules are authorized; provide an additional three if three PACT Modules are authorized.

9. Kiosk, Patient Check-in (RECP4).....40 NSF (3.8 NSM)
Provide one if one PACT Module is authorized; provide an additional three if two PACT Modules are authorized; provide an additional four if three PACT Modules are authorized.

Allocated NSF accommodates two Check-in Stations.

10. Alcove, Volunteer (NCWD4)120 NSF (11.2 NSM)
Provide one if one or two or three PACT Modules are authorized.

Allocated NSF accommodates refreshment center, information board, etc.

11. Workstation, Patient Education (CLSC2)30 NSF (2.8 NSM)
Provide two if one PACT Module is authorized; provide an additional two if two PACT Modules are authorized; provide an additional four if three PACT Modules are authorized.

12. Toilet, Public (TLTU1)75 NSF (7.0 NSM)
Provide two if one PACT Module is authorized.

13. Toilet, Family (TLTU1)75 NSF (7.0 NSM)
Provide two if two or three PACT Modules are authorized.

14. Toilet, Male (TLTM2)200 NSF (18.6 NSM)
Provide one if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.

15. Toilet, Female (TLTF2).....200 NSF (18.6 NSM)
Provide one if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.

B. FA2: Patient Aligned Care Team (PACT) Clinic 1:

1. Alcove, Height / Weight Station (PEHW1)30 NSF (2.8 NSM)
Provide one if one PACT Module is authorized.

2. Alcove, Height / Weight Accessible Station (PEHW2).....40 NSF (3.8 NSM)
Provide one if one PACT Module is authorized.

3. **Consult Room, Patient Aligned Care Team (PACT) (OFDC2)**125 NSF (11.7 NSM)
Provide four if one PACT Module is authorized.
4. **Exam Room, Patient Aligned Care Team (PACT) (EXPA1)**125 NSF (11.7 NSM)
Provide eight if one PACT Module is authorized.
5. **Toilet, PACT Patient (TLTU1)**60 NSF (5.6 NSM)
Provide one if one PACT Module is authorized.
6. **Exam Room, Women's Health (EXW01)**125 NSF (11.7 NSM)
Provide two if one PACT Module is authorized.
7. **Toilet, Women's Health Exam Room Patient (TLTF1)**60 NSF (5.6 NSM)
Provide two if one PACT Module is authorized.
8. **Procedure Room, General (TRPR1)**.....180 NSF (16.8 NSM)
Provide one if one PACT Module is authorized.
9. **Toilet, General Procedure Room Patient (TLTB1)**75 NSF (7.0 NSM)
Provide one if one PACT Module is authorized.

Allocated NSF accommodates bariatric patients.
10. **Tele-Health Room (WRTM2)**.....125 NSF (11.7 NSM)
Provide one if one PACT Module is authorized.
11. **Tele-Retinal Room (WRTM3)**.....125 NSF (11.7 NSM)
Provide one if one PACT Module is authorized.
12. **Shared Medical Appointment Room (CLSC4)**.....400 NSF (37.2 NSM)
Provide one if one PACT Module is authorized.
13. **Storage, Shared Medical Appointments (SRE01)**.....100 NSF (9.3 NSM)
Provide one if one PACT Module is authorized.
14. **Alcove, Medication (RCA06)**20 NSF (1.9 NSM)
Provide one if one PACT Module is authorized.
15. **Alcove, Resuscitation Cart (RCA01)**.....20 NSF (1.9 NSM)
Provide one if one PACT Module is authorized.
16. **Team Work Area (WRTM1)**.....240 NSF (22.3 NSM)
Provide four if one PACT Module is authorized.

One Team Work Area per Teamlet.
17. **Workstation, Extended Team (OFA03)**.....56 NSF (5.3 NSM)
Provide four if one PACT Module is authorized.

Allocated workstation is for Mental Health providers, Dieticians, Clinical Pharmacists and Social Workers FTEs; one workstation per Teamlet.
18. **Workroom, Patient Aligned Care Team (PACT) (WKTM3)**.....100 NSF (9.3 NSM)
Provide one if one PACT Module is authorized.
19. **Classroom (WKTM1)**.....250 NSF (23.3 NSM)
Provide one if one PACT Module is authorized.

- 20. **Workstation, Administrative (OFA03)**.....56 NSF (5.3 NSM)
Provide one if one PACT Module is authorized.
- 21. **Conference Room (CRA01)**.....180 NSF (16.8 NSM)
Provide one if one PACT Module is authorized.
- 22. **Utility Room, Clean (UCCL1)**.....60 NSF (5.6 NSM)
Provide one if one PACT Module is authorized.
- 23. **Storage, Medical Equipment (SRE01)**120 NSF (11.2 NSM)
Provide one if one PACT Module is authorized.
- 24. **Lounge, Staff (SL001)**.....220 NSF (20.5 NSM)
Provide one if one PACT Module is authorized.
- 25. **Locker, Staff Personal Property (LR004)**.....60 NSF (5.6 NSM)
Provide one if one PACT Module is authorized.
- 26. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide two if one PACT Module is authorized.

C. FA3: Patient Aligned Care Team (PACT) Clinic 2:

- 1. **Alcove, Height / Weight Station (PEHW1)**30 NSF (2.8 NSM)
Provide two if two PACT Modules are authorized.
- 2. **Alcove, Height / Weight Accessible Station (PEHW2)**.....40 NSF (3.8 NSM)
Provide one if two PACT Modules are authorized.
- 3. **Consult Room,
Patient Aligned Care Team (PACT) (OFDC2)**125 NSF (11.7 NSM)
Provide eight if two PACT Modules are authorized.
- 4. **Exam Room, Patient Aligned Care Team (PACT) (EXPA1)**125 NSF (11.7 NSM)
Provide sixteen if two PACT Modules are authorized.
- 5. **Toilet, PACT Patient (TLTU1)**60 NSF (5.6 NSM)
Provide two if two PACT Modules are authorized.
- 6. **Exam Room, Women’s Health (EXW01)**125 NSF (11.7 NSM)
Provide four if two PACT Modules are authorized.
- 7. **Toilet, Women's Health Exam Room Patient (TLTF1)**60 NSF (5.6 NSM)
Provide four if two PACT Modules are authorized.
- 8. **Procedure Room, General (TRPR1)**.....180 NSF (16.8 NSM)
Provide one if two PACT Modules are authorized.
- 9. **Toilet, General Procedure Room Patient (TLTB1)**75 NSF (7.0 NSM)
Provide one if two PACT Modules are authorized.

Allocated NSF accommodates bariatric patients.
- 10. **Tele-Health Room (WRTM2)**.....125 NSF (11.7 NSM)
Provide one if two PACT Modules are authorized.
- 11. **Tele-Retinal Room (WRTM3)**.....125 NSF (11.7 NSM)
Provide one if two PACT Modules are authorized.

12. **Shared Medical Appointment Room (CLSC4)**.....400 NSF (37.2 NSM)
Provide two if two PACT Modules are authorized.
13. **Storage, Shared Medical Appointments (SRE01)**100 NSF (9.3 NSM)
Provide two if two PACT Modules are authorized.
14. **Alcove, Medication (RCA06)**20 NSF (1.9 NSM)
Provide two if two PACT Modules are authorized.
15. **Alcove, Resuscitation Cart (RCA01)**.....20 NSF (1.9 NSM)
Provide two if two PACT Modules are authorized.
16. **Team Work Area (WRTM1)**240 NSF (22.3 NSM)
Provide eight if two PACT Modules are authorized.

One Team Work Area per Teamlet.
17. **Workstation, Extended Team (OFA03)**56 NSF (5.3 NSM)
Provide eight if two PACT Modules are authorized.

Allocated workstation is for Mental Health providers, Dieticians, Clinical Pharmacists and Social Workers FTEs; one workstation per Teamlet.
18. **Workroom, Patient Aligned Care Team (PACT) (WKTM3)**.....100 NSF (9.3 NSM)
Provide two if two PACT Modules are authorized.
19. **Classroom (WKTM1)**.....250 NSF (23.3 NSM)
Provide one if two PACT Modules are authorized.
20. **Workstation, Administrative (OFA03)**.....56 NSF (5.3 NSM)
Provide two if two PACT Modules are authorized.
21. **Conference Room (CRA01)**.....180 NSF (16.8 NSM)
Provide two if two PACT Modules are authorized.
22. **Utility Room, Clean (UCCL1)**.....60 NSF (5.6 NSM)
Provide two if two PACT Modules are authorized.
23. **Storage, Medical Equipment (SRE01)**120 NSF (11.2 NSM)
Provide two if two PACT Modules are authorized.
24. **Lounge, Staff (SL001)**.....220 NSF (20.5 NSM)
Provide two if two PACT Modules are authorized.
25. **Locker, Staff Personal Property (LR004)**.....60 NSF (5.6 NSM)
Provide two if two PACT Modules are authorized.
26. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide four if two PACT Modules are authorized.

D. FA4: Patient Aligned Care Team (PACT) Clinic 3:

1. **Alcove, Height / Weight Station (PEHW1)**30 NSF (2.8 NSM)
Provide three if three PACT Modules are authorized.
2. **Alcove, Height / Weight Accessible Station (PEHW2)**.....40 NSF (3.8 NSM)
Provide one if three PACT Modules are authorized.

3. **Consult Room, Patient Aligned Care Team (PACT) (OFDC2)**125 NSF (11.7 NSM)
Provide twelve if three PACT Modules are authorized.
4. **Exam Room, Patient Aligned Care Team (PACT) (EXPA1)**125 NSF (11.7 NSM)
Provide twenty-four if three PACT Modules are authorized.
5. **Toilet, PACT Patient (TLTU1)**60 NSF (5.6 NSM)
Provide three if three PACT Modules are authorized.
6. **Exam Room, Women's Health (EXW01)**125 NSF (11.7 NSM)
Provide six if three PACT Modules are authorized.
7. **Toilet, Women's Health Exam Room Patient (TLTF1)**60 NSF (5.6 NSM)
Provide six if three PACT Modules are authorized.
8. **Procedure Room, General (TRPR1)**.....180 NSF (16.8 NSM)
Provide three if three PACT Modules are authorized.
9. **Toilet, General Procedure Room Patient (TLTB1)**75 NSF (7.0 NSM)
Provide three if three PACT Modules are authorized.

Allocated NSF accommodates bariatric patients.
10. **Tele-Health Room (WRTM2)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
11. **Tele-Retinal Room (WRTM3)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
12. **Shared Medical Appointment Room (CLSC4)**.....400 NSF (37.2 NSM)
Provide three if three PACT Modules are authorized.
13. **Storage, Shared Medical Appointments (SRE01)**100 NSF (9.3 NSM)
Provide three if three PACT Modules are authorized.
14. **Alcove, Medication (RCA06)**20 NSF (1.9 NSM)
Provide three if three PACT Modules are authorized.
15. **Alcove, Resuscitation Cart (RCA01)**.....20 NSF (1.9 NSM)
Provide three if three PACT Modules are authorized.
16. **Team Work Area (WRTM1)**240 NSF (22.3 NSM)
Provide twelve if three PACT Modules are authorized.

One Team Work Area per Teamlet.
17. **Workstation, Extended Team (OFA03)**56 NSF (5.3 NSM)
Provide twelve if three PACT Modules are authorized.

Allocated workstation is for Mental Health providers, Dieticians, Clinical Pharmacists and Social Workers FTEs; one workstation per Teamlet.
18. **Workroom, Patient Aligned Care Team (PACT) (WKTM3)**.....100 NSF (9.3 NSM)
Provide three if three PACT Modules are authorized.
19. **Classroom (WKTM1)**.....250 NSF (23.3 NSM)
Provide one if three PACT Modules are authorized.

- 20. **Workstation, Administrative (OFA03)**.....56 NSF (5.3 NSM)
Provide three if three PACT Modules are authorized.
- 21. **Conference Room (CRA01)**.....180 NSF (16.8 NSM)
Provide three if three PACT Modules are authorized.
- 22. **Utility Room, Clean (UCCL1)**.....60 NSF (5.6 NSM)
Provide three if three PACT Modules are authorized.
- 23. **Storage, Medical Equipment (SRE01)**120 NSF (11.2 NSM)
Provide three if three PACT Modules are authorized.
- 24. **Lounge, Staff (SL001)**.....220 NSF (20.5 NSM)
Provide three if three PACT Modules are authorized.
- 25. **Locker, Staff Personal Property (LR004)**.....60 NSF (5.6 NSM)
Provide three if three PACT Modules are authorized.
- 26. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide six if three PACT Modules are authorized.

E. FA5: Audiology and Speech Pathology Clinic:

- 1. **Hearing Aid Fitting Room (HAFR1)**.....125 NSF (11.7 NSM)
Provide one if one or two or three PACT Modules are authorized.
- 2. **Exam / Consult, Audiology (EXAU1)**125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
- 3. **Exam / Consult, Speech Pathology (EXOS1)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.

This space works as a Therapy Room.
- 4. **Exam, Audiometric Booth (PEHS4)**260 NSF (24.2 NSM)
Provide two if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.
- 5. **Electrophysiology Room (OPAE2)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
- 6. **Vestibulography Room (EXVE1)**.....180 NSF (16.8 NSM)
Provide one if three PACT Modules are authorized.
- 7. **Group Therapy Room, Audiology (OPMH1)**.....240 NSF (22.3 NSM)
Provide one if two or three PACT Modules are authorized.
- 8. **Group Therapy Room, Speech Pathology (OPMH1)**..... 240 NSF (22.3 NSM)
Provide one if three PACT Modules are authorized.
- 9. **Toilet, Audiology Patient (TLTU1)**.....60 NSF (5.6 NSM)
Provide one if two or three PACT Modules are authorized.
- 10. **Storage, Equipment (SRSE1)**100 NSF (9.3 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 50 NSF if three PACT Modules are authorized.

F. FA6: Dental Clinic:

1. **Consult Room, Dental (OFDC2)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
2. **X-Ray Room, Panoramic / Cephalometric (DNXS1)**.....150 NSF (14.0 NSM)
Provide one if three PACT Modules are authorized.
3. **Dental Treatment Room (DTR), Multi-Functional (DNTG1)**125 NSF (11.7 NSM)
Provide six if three PACT Modules are authorized.
4. **Toilet, Dental Patient (TLTU1)**60 NSF (5.6 NSM)
Provide one if three PACT Modules are authorized.
5. **Team Work Area, Dental Clinic (WRM1)**.....240 NSF (22.3 NSM)
Provide one if three PACT Modules are authorized.
6. **Laboratory, Dental Prosthetics (DNPL1)**.....240 NSF (22.3 NSM)
Provide one if three PACT Modules are authorized.
7. **Linen Room, Clean (LCCL1)**.....100 NSF (9.3 NSM)
Provide one if three PACT Modules are authorized.

Space provided for the Sterile Processing Service (SPS) Cart holding.
8. **Linen Room, Soiled (LCSL2)**.....100 NSF (9.3 NSM)
Provide one if three PACT Modules are authorized.

Space provided for the Sterile Processing Service (SPS) Cart holding.
9. **Storage, Equipment (SRE01)**100 NSF (9.3 NSM)
Provide one if three PACT Modules are authorized.
10. **Dental Equipment Mechanical Room (MECH1)**.....120 NSF (11.2 NSM)
Provide one if three PACT Modules are authorized.

G. FA7: Eye Clinic:

1. **Sub-Waiting, Dilation Patient (WRC03)**60 NSF (5.6 NSM)
*Minimum NSF if two PACT Modules are authorized; provide an additional 60 NSF
three PACT Modules are authorized.*
2. **Fitting and Dispensing Room (EYFD1)**125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.

This space can also be used as a spectacle shop.
3. **Exam / Treatment Room (EYOT2)**.....125 NSF (11.7 NSM)
*Provide five if two PACT Modules are authorized; provide an additional five if three
PACT Modules are authorized.*
4. **Exam / Training Room, Low Vision (EYOT4)**180 NSF (16.8 NSM)
Provide one if two or three PACT Modules are authorized.
5. **Pre-Testing Room (EYVS1)**125 NSF (11.7 NSM)
*Provide one if two PACT Modules are authorized; provide an additional one if three
PACT Modules are authorized.*

6. **Visual Fields Room (EYVF1)**125 NSF (11.7 NSM)
Provide one if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.
7. **Photography Room (EYVS1)**.....180 NSF (16.8 NSM)
Provide one if two or three PACT Modules are authorized.
8. **Team Work Area, Eye Clinic (WRTM1)**180 NSF (16.8 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 180 NSF if three PACT Modules are authorized.

Allocated NSF accommodates two providers in two PACT Modules, and four providers and two trainees in three PACT Modules.
9. **Office, Blind Rehabilitation (VIST) Counselor (OFA04)**.....100 NSF (9.3 NSM)
Provide one if three PACT Modules are authorized.
10. **Office, Supervisor (OFA04)**100 NSF (9.3 NSM)
Provide one if three PACT Modules are authorized.

H. FA8: Mental Health Clinic:

1. **Biofeedback (OPMH3)**125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Group Therapy Room, Mental Health (OPMH1)**300 NSF (27.9 NSM)
Provide one if one PACT Module is authorized; provide an additional one if two PACT Modules are authorized; provide an additional two if three PACT Modules are authorized.

Locate next to the PACT Shared Medical Appointments Room in one PACT Module projects.
3. **Consult Room, Mental Health (OFDC1)**.....125 NSF (11.7 NSM)
Provide one if one PACT Module is authorized; provide an additional seven if two PACT Modules are authorized; provide an additional ten if three PACT Modules are authorized.
4. **Office, Supervisor (OFDC1)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
5. **Storage, General (SRS01)**100 NSF (9.3 NSM)
Minimum NSF if one PACT Module is authorized; provide an additional 30 NSF if two PACT Modules are authorized; provide an additional 60 NSF if three PACT Modules are authorized.
6. **Team Work Area, Mental Health (WRTM1)**480 NSF (44.6 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 180 NSF if three PACT Modules are authorized.

I. FA9: Multi-Specialty Clinic:

1. **Alcove, Height / Weight Station (PEHW1)**30 NSF (2.8 NSM)
Provide one if three PACT Modules are authorized.
2. **Alcove, Height / Weight Accessible Station (PEHW2)**.....40 NSF (3.8 NSM)
Provide one if three PACT Modules are authorized.

3. **Cast Room (OPCR1)**180 NSF (16.8 NSM)
Provide one if three PACT Modules are authorized.
4. **Consult Room, Multi-Specialty (OFDC2)**.....125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
5. **Exam Room, Multi-Specialty (EXPA1)**125 NSF (11.7 NSM)
Provide five if three PACT Modules are authorized.
This space to be shared among permanent and visiting staff.
6. **Exam Room, Podiatry (EXP01)**125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
7. **Procedure Room, Multi-Specialty (TRPR1)**180 NSF (16.8 NSM)
Provide one if three PACT Modules are authorized.
8. **Toilet, Multi-Specialty Procedure Room Patient (TLTB1)**75 NSF (7.0 NSM)
Provide one if three PACT Modules are authorized.
Allocated NSF accommodates bariatric patients.
9. **Treadmill Room (OPTM1)**240 NSF (22.3 NSM)
Provide one if three PACT Modules are authorized.
Allocated NSF accommodates stress test treadmill for Cardiology and Pulmonary Medicine.
10. **Toilet, Multi-Specialty Patient (TLTB1)**.....75 NSF (7.0 NSM)
Provide one if three PACT Modules are authorized.
Allocated NSF accommodates bariatric patients.

J. FA10: Physical Medicine and Rehabilitation (PM&R) Clinic:

1. **Dressing Room (DR001)**.....50 NSF (4.7 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Treatment Exercise Area (PTEA1)**690 NSF (64.2 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 310 NSF if three PACT Modules are authorized.
Allocated NSF includes a private treatment space.
3. **Treatment Room (PTTC1)**.....125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
4. **Office, Therapist (OFA04)**.....100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.
5. **Storage, Equipment (SRE01)**200 NSF (18.6 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 200 NSF if three PACT Modules are authorized.
This space can be combined with Prosthetic Appliances Storage.
6. **Toilet, PM&R Patient (TLTU1)**60 NSF (5.6 NSM)
Provide two if two or three PACT Modules are authorized.

K. FA11: Prosthetics and Sensory Aids Clinic:

1. **Sub-Waiting, Prosthetics Patient (WRC03)**.....60 NSF (5.6 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Workstation, Dispensing Prosthetic Clerk (OFA03)**.....56 NSF (5.3 NSM)
Provide one if two or three PACT Modules are authorized.
3. **Mailing Room, Prosthetic Appliances (MRPA1)**80 NSF (7.5 NSM)
Provide one if two or three PACT Modules are authorized.
4. **Storage, Prosthetic Appliances (SRCS1)**.....150 NSF (14 NSM)
Provide one if two or three PACT Modules are authorized.

This space can be combined with Prosthetic Appliances Storage.

This space can be combined with Prosthetic Appliances Mailing Room.

L. FA12: Home Based Primary Care:

1. **Team Work Area, Home-Based Primary Care (WRTM1)**.....360 NSF (33.5 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 120 NSF if three PACT Modules are authorized.
2. **Storage Room (SRE01)**.....120 NSF (11.2 NSM)
Provide one if two or three PACT Modules are authorized.

M. FA13: Radiology Service:

1. **Sub-Waiting, Diagnostic Patient (WRC01)**120 NSF (21.4 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 120 NSF if three PACT Modules are authorized.
2. **Dressing Room (DR001)**.....50 NSF (4.7 NSM)
Provide two if two PACT Modules are authorized; provide an additional two if three PACT Modules are authorized.
3. **Bone Densitometer (XDBD1)**.....125 NSF (11.7 NSM)
Provide one if three PACT Modules are authorized.
4. **Radiology Room, General Purpose (XDR01)**300 NSF (27.9 NSM)
Provide one if two or three PACT Modules are authorized.
5. **Radiographic / Fluoroscopic (R/F) Room (XDRF1)**.....320 NSF (29.8 NSM)
Provide one if three PACT Modules are authorized.
6. **Toilet, R/F Patient (TLTU1)**60 NSF (5.6 NSM)
Provide one if three PACT Modules are authorized.
7. **Ultrasound Room (XDUS1)**180 NSF (16.8 NSM)
Provide one if three PACT Modules are authorized.
8. **Toilet, Ultrasound Patient (TLTU1)**60 NSF (5.6 NSM)
Provide one if three PACT Modules are authorized.
9. **Sub-Waiting, Mammography Patient (WRC01)**120 NSF (11.2 NSM)
Provide one if three PACT Modules are authorized.

10. **Mammography Room (XDM01)**.....180 NSF (16.8 NSM)
Provide one if three PACT Modules are authorized.
11. **Toilet, Mammography Patient (TLTU1)**.....60 NSF (5.6 NSM)
Provide one if three PACT Modules are authorized.
12. **Viewing Room, Picture Archiving and Communication System (PACS) (XVC01)**125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.

Accommodates tele-radiology.
13. **Office, Radiology (OFDR1)**.....100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.
14. **Workstation, Radiology Tech (OFA03)**.....56 NSF (5.3 NSM)
Provide one if three PACT Modules are authorized.

N. FA14: Pathology and Laboratory Medicine (PLM) Service:

1. **Blood Specimen Collection Room (LBVP1)**.....80 NSF (7.5 NSM)
Provide two if one PACT Module is authorized; provide an additional two if two PACT Modules are authorized; provide an additional three if three PACT Modules are authorized.
2. **Toilet, Specimen Collection (TLTU1)**.....60 NSF (5.6 NSM)
Provide one if one or two or three PACT Modules are authorized.
3. **Laboratory, General (LBGM1)**.....150 NSF (14.0 NSM)
Provide one if one or two PACT Modules are authorized.
4. **Laboratory, Clinical Chemistry (LMCH1)**.....400 NSF (37.2 NSM)
Provide one if three PACT Modules are authorized.
5. **Shipping / Receiving (LBSS1)**.....100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.
6. **Storage, Bulk (SRS01)**.....100 NSF (9.3 NSM)
Minimum NSF if two PACT Modules are authorized; provide an additional 150 NSF if three PACT Modules are authorized.
7. **Storage, Refrigerated (SRR02)**.....50 NSF (4.7 NSM)
Provide one if three PACT Modules are authorized.

This space can be collocated with Clinical Chemistry Laboratory.
8. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide one if two or three PACT Modules are authorized.

O. FA15: Pharmacy Service:

1. **Automated Drug Dispensing System (PHOD4)**.....100 NSF (9.3 NSM)
Provide one if one PACT Module is authorized.
2. **Dispensing, Window (PHOW1)**60 NSF (5.6 NSM)
Provide one if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.

Window for dispensing medication to patients.

3. **Prescription Receiving, Window (PHOW1)**80 NSF (7.5 NSM)
Provide two if two or three PACT Modules are authorized.
Window for receiving prescriptions from patients and consults.
4. **Consult Room, Pharmacy (OFDC2)**125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
5. **Workstation, Pharmacist (OFA03)**56 NSF (5.3 NSM)
Provide one if three PACT Modules are authorized.
6. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide one if two or three PACT Modules are authorized.
7. **Pharmacy, PACT 2 (PHOD5)**890 NSF (88.3 NSM)
Provide one if two PACT Modules are authorized.
Allocated NSF accommodates Drug Receiving, Refrigeration Area, Filling and Assembly, Active Storage, and Medical Supplies Storage.
8. **Pharmacy, PACT 3 (PHOD6)**1,520 NSF (152.4 NSM)
Provide one if three PACT Modules are authorized.
Allocated NSF accommodates Drug Receiving, Refrigeration Area, Filling and Assembly, Active Storage, Medical Supplies Storage, Drug Breakdown and Verification, Prepackaging, Controlled Substance / Secured Dispensing, and Flammable Storage.
9. **Data Processing (OFA04)**.....140 NSF (13.1 NSM)
Provide one if three PACT Modules are authorized.

P. FA16: Clinic Management:

1. **Office, CMO (OFA04)**120 NSF (11.2 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Office, Nurse Manager (OFA04)**100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.

Q. FA17: Business Services:

1. **Workroom, Business Services (WKTM1)**240 NSF (22.3 NSM)
Provide one if two or three PACT Modules are authorized.

R. FA18: Engineering Service:

1. **Repair Shop, Biomedical Engineering (BMER1)**.....200 NSF (18.6 NSM)
Provide one if two or three PACT Modules are authorized.

S. FA19: Logistics Service:

1. **Workstation, Logistics (OFA03)**.....56 NSF (5.3 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Receiving / Shipping Dock (DOCK1)**130 NSF (12.1 NSM)
Provide one if two or three PACT Modules are authorized.

- 3. Storage Area, Logistics PACT 1 (SRLG1)540 NSF (50.2 NSM)**
Provide one if one PACT Module is authorized.

Allocated NSF accommodates Medical and General Storage, Equipment Storage, Receiving and Issue, and Biohazard Waste.

- 4. Storage Area, Logistics PACT 2 (SRLG2)1,240 NSF (115.2 NSM)**
Provide one if two PACT Module is authorized.

Allocated NSF accommodates Medical and General Storage, Equipment Storage, Receiving and Issue, Biohazard Waste, and Medical Gas Storage.

- 5. Storage Area, Logistics PACT 3 (SRLG3)1,860 NSF (172.8 NSM)**
Provide one if three PACT Module is authorized.

Allocated NSF accommodates Medical and General Storage, Equipment Storage, Receiving and Issue, Biohazard Waste, and Medical Gas Storage.

T. FA20: Police Service:

- 1. Office, Police Service (OFA04).....100 NSF (9.3 NSM)**
Provide one if one PACT Module is authorized.

This space serves as the Police Service Operations Room.

- 2. Operations Room (CROP1).....125 NSF (11.7 NSM)**
Provide one if two or three PACT Modules are authorized.

- 3. Locker Room (LR001).....125 NSF (11.7 NSM)**
Provide one if two or three PACT Modules are authorized.

- 4. Holding Room (POH01)60 NSF (5.6 NSM)**
Provide one if two or three PACT Modules are authorized.

- 5. Storage, Secure (SSS01).....40 NSF (3.8 NSM)**
Provide one if two or three PACT Modules are authorized.

This space is used for weapons armory.

U. FA21: Canteen Service:

- 1. Vending Machine Area (BX002)150 NSF (14.0 NSM)**
Minimum NSF if one or two PACT Modules are authorized; provide an additional 210 NSF if three PACT Modules are authorized.

Minimum allocated NSF includes Seating for seven patrons.

- 2. Canteen, PACT 2 (FSCD4).....780 NSF (72.5 NSM)**
Provide one if two PACT Modules are authorized.

Allocated NSF accommodates Café Shop, Customer Area, Office / Storage, and Seating for 12 patrons.

- 3. Canteen, PACT 3 (FSCD5).....1,680 NSF (156.1 NSM)**
Provide one if three PACT Modules are authorized.

Allocated NSF accommodates Café Shop, Customer Area, Office / Storage, Seating for 18 patrons, Food Prep, and Retail Space.

V. FA22: Staff Support Area:

1. **Tele-Health Room (WRTM2)**.....125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
2. **Alcove, Medication (RCA06)**20 NSF (1.9 NSM)
Provide one if three PACT Modules are authorized.
3. **Storage, Equipment (SRE01)**100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.
4. **Team Work Area, Clinical Support (WRTM1)**240 NSF (22.3 NSM)
Provide one if two or three PACT Modules are authorized.
5. **Consult Room, Clinical Support (OFDC2)**.....125 NSF (11.7 NSM)
Provide one if two or three PACT Modules are authorized.
6. **Conference Room (CRA01)**.....250 NSF (23.3 NSM)
Provide one if two or three PACT Modules are authorized.
7. **Classroom (WKTM1)**.....250 NSF (23.3 NSM)
Provide one if two or three PACT Modules are authorized.
8. **Lactation Room (LAC01)**.....100 NSF (9.3 NSM)
Provide one if two or three PACT Modules are authorized.
9. **Lounge, Staff (SL001)**.....220 NSF (20.5 NSM)
Provide one if three PACT Modules are authorized.
10. **Locker, Staff Personal Property (LR004)**.....60 NSF (5.6 NSM)
Provide one if three PACT Modules are authorized.
11. **Toilet, Staff (TLTU1)**.....60 NSF (5.6 NSM)
Provide four if two PACT Modules are authorized; provide an additional two if three PACT Modules are authorized.

W. FA23: Support Area:

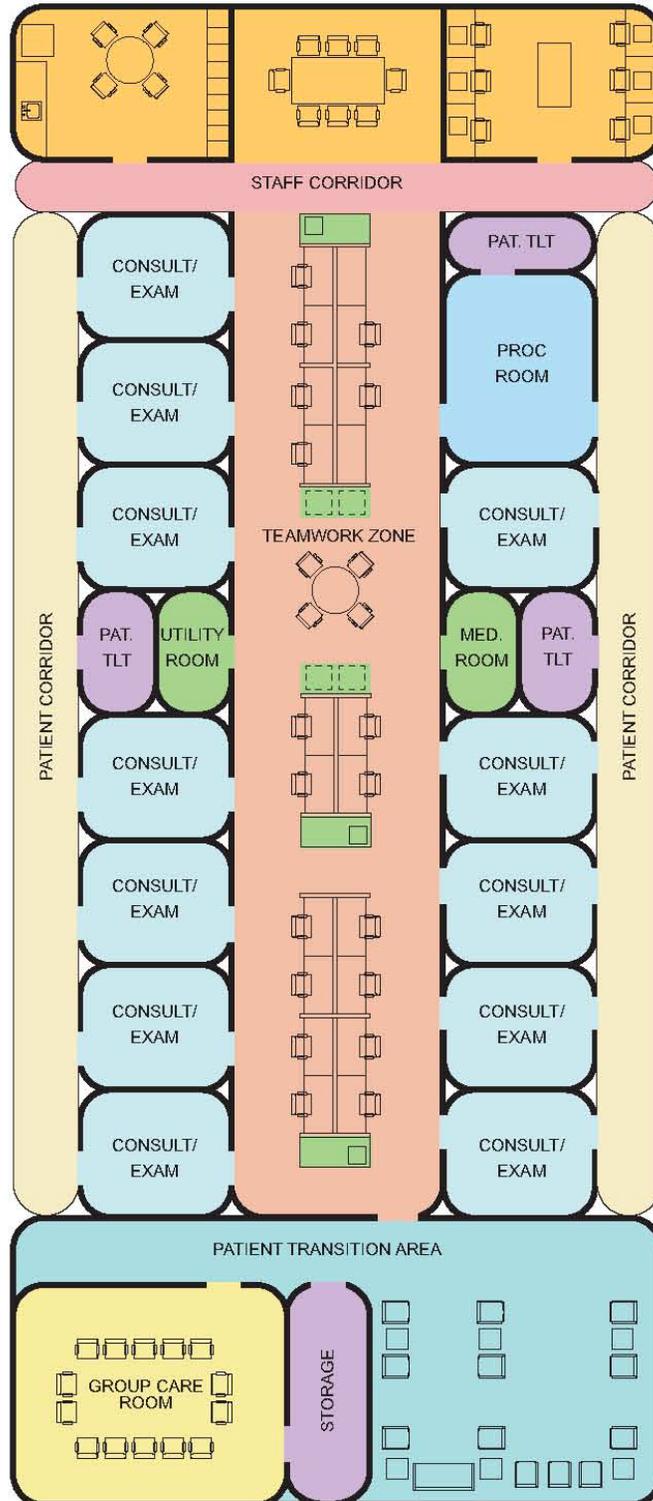
1. **Communications Room (COMC1)**.....110 NSF (10.3 NSM)
Provide one if one PACT Module is authorized; provide an additional two if two PACT Modules are authorized; provide an additional three if three PACT Modules are authorized.
2. **Housekeeping Aides Closet - HAC (JANC1)**60 NSF (5.6 NSM)
Provide one if one PACT Module is authorized; provide an additional one if two PACT Modules are authorized; provide an additional two if three PACT Modules are authorized
3. **Utility Room, Clean (UCCL1)**.....125 NSF (11.7 NSM)
Provide one if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.
4. **Utility Room, Soiled (USCL1)**.....80 NSF (7.5 NSM)
Provide one if one or two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.

- 5. **Utility Room, Recycled Material (UTC01)80 NSF (7.5 NSM)**
Provide one if one or two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.
- 6. **Pneumatic Tube Station (NT001)20 NSF (1.9 NSM)**
Provide four if two PACT Modules are authorized; provide an additional one if three PACT Modules are authorized.

6 PLANNING AND DESIGN CONSIDERATIONS

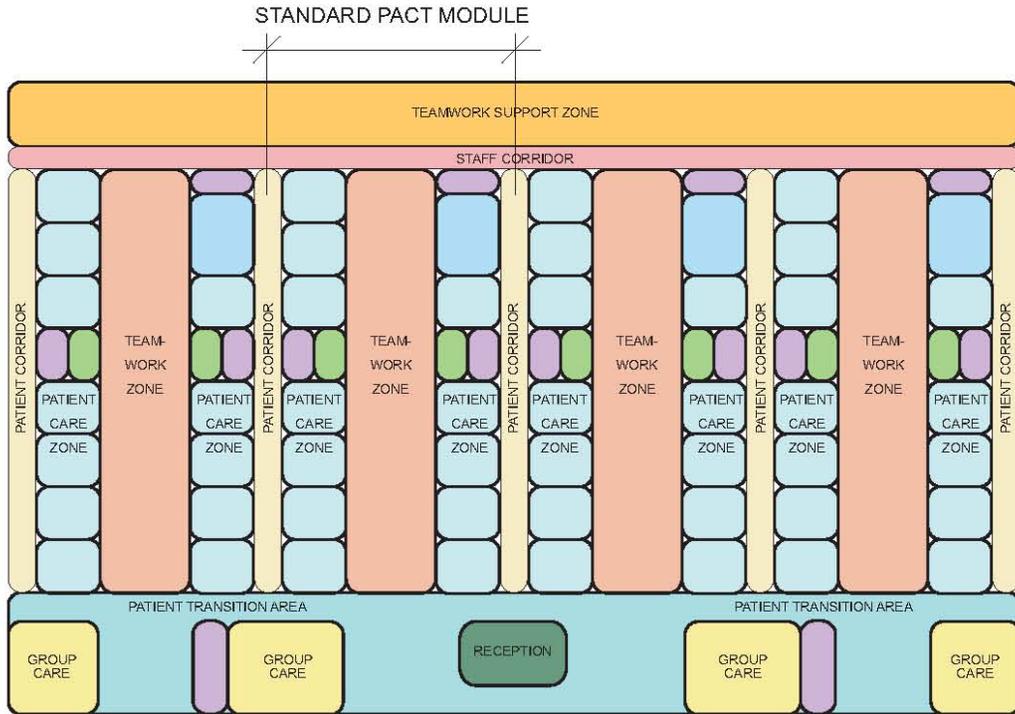
- A. The Net to Department Gross Square Foot factor (NTDG) for Outpatient / PACT Clinical facilities shall be 1.5.
- B. Per HIPPA, patient confidentiality must be maintained when providing personal information to interview clerks and/or other staff.
- C. A minimum floor area of 125 NSF with a minimum dimension of ten feet (10'-0") should be provided in each examination room. For Primary Care /PACT services developed within existing space/facilities these minimum requirements may not be attainable; however every effort should be made to provide these requirements to the greatest extent possible.
- D. Provide a minimum clear dimension of six feet (6'-0") in corridors to accommodate the passage of two wheelchairs. Some circumstances in the design of a facility may require a greater clear corridor dimension for patient safety and functionality.
- E. The "dual hallway" or on-stage / off-stage planning concept as illustrated in the following diagrams is the preferred planning model for all Outpatient / PACT Clinics. For projects developed in existing space/facilities a full version of the "dual hallway" model may not be attainable; In these instances VA and Consultant architects and planners should strive for the separation of patient and staff/service flows to the greatest extent possible.
- F. Functional Diagram 'A', Section 8, shows the conceptual approach for Primary Care, while Functional Diagram 'B' depicts the preferred conceptual approach for Specialty Care using the "Standard PACT Module" throughout the OPC toward the goal of standardization and flexibility. The extent to which this will be achieved will vary from project to project. It is not intended to illustrate functional adjacencies as these adjacencies may vary by facility based on actual services provided and the operations of each facility.
- G. Refer to Department of Veterans Affairs (VA) Office of Construction and Facilities Management Standards contained in the Technical Information Library (TIL) for Standard Details, Design Guides, Design Manuals and other technical criteria standards.

7 FUNCTIONAL DIAGRAM: PACT Module



8 FUNCTIONAL DIAGRAM: PACT Clinic Organization

A Primary Care



B Specialty Care

