

Medical Clinic Walk-About (A Patient's Perspective) A Checklist

Outside the Clinic (External)

Yes	No	
		Is there parking near the office?
		Is there proper lighting in the parking lot?
		Is there adequate landscape, (colorful scenery, trees, flowers)?
		Are there easy to read signs to direct you to the office?
		Are the signs easy to spot?
		Are the signs in plain language?
		Is the location transit accessible?
		Lobby (If applicable)
		Are there elevators in lobby with signage?
		Is there an easy to read office directory?
		Are there signs pointing to the location of rooms?
		Is there a sign on the doctor's office door that is clear and easy to understand?

Inside the Clinic- The Waiting Room (Internal)

Yes	No	
		Is there open space in the waiting room?
		Are washrooms easy to locate?
		Are there soft colors? (soothing colors)
		Is there adequate natural and artificial lighting?
		Is there a section for patient resources?
		Are these resources easy to read and in plain language?
		Announcements and posters are in plain language and visible to public?
		Patients are greeted by the medical office assistant (MOA)?
		The MOA is able to guide the patient to seating area
		MOA is able to answer patient questions or re-direct to physician
		MOA has information readily available for patient use
		Chairs?

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In the Treatment Room- Dr. Visit

Yes	No	
		The environment was organized?
		Does the patient feel a sense of privacy?
		Doctor introduced him/herself
		There was adequate/comfortable distance between doctor and patient
		Doctor asked patient open ended questions about cause for visit (including nonverbal cues)
		There was a "patient" environment, patient did not feel rushed
		Doctor treated patient holistically and with an open attitude
		The patient was the focus

		Doctor was not surprised by the questions asked (empathy)
		Doctor was able to explain diagnosis in plain language (language pertaining to patient experience)
		On closing the visit, the doctor has checked that all problems were discussed
		Visit was summarized
		There was interest and concern expressed in patient visit
		Patient was asked if there were any further questions and was direct in approach
		Patient was able to understand diagnosis and treatment
		Patient able to repeat back information told by doctor
		Medication information was discussed

Additional Comments