Reliant Medical Group relocated their existing Holden Family Practice to a three story, 19,000 square foot, multi-tenant medical office building, which contains the following types of spaces:

- 25 exam rooms
- Specimen collection facilities and processing area
- Central nursing and medical assistant work area
- Central registration area open to elevator lobby
- 10 physician offices
- Clinical support space
- Lab/imaging, x-ray room
- 4 private phlebotomy rooms
- Mammography room
- Reception and waiting area
- Retail pharmacy with prescription drop off/pick up area
- Optometry Center – Retail optical space
  - 3 exam rooms
  - Eyeglass repair space
  - Contact lens fitting room
  - Support space

MPA utilized the LEAN design process to design an efficient clinic and optimize available space. We began with a multidisciplinary group of stakeholders including physicians, nurses, medical assistants, administrators, support staff, facilities staff, and patients. It was determined that the most efficient layout includes clinic pods located around a central nurse station. Each pod contains five exam rooms, two physician offices, a medical assistant work area and dedicated support space. This layout supports the clinical team concept with staff close by for improved communication. The small scale of these pods creates a quiet and comfortable environment for patients and staff.

3D DESIGN TECHNOLOGY

This building was designed using Revit, a part of BIM (Building Information Modeling). This 3D visualization tool allows for a more interactive design process. 3D views make it easier for clients to envision the future space and make decisions. Revit allows the whole project team to stays connected, enhancing communication.

AN EFFECTIVE TEAM FOR AN EFFICIENT BUILDING

Oriol Healthcare retained the MPA/Cutler design/build team to develop a new, multi-tenant Medical Office Building within their existing healthcare campus where Reliant Medical Group would be their main tenant.

The design took a collaborative medical team approach:
- MPA/Cutler
- Physicians
- Nurses
- Medical assistants
- Patient advisory committee
- Transparency with physicians, nurses, and medical assistants
- Streamline registration process to reduce wait times

Reliant Medical Group’s Holden Family Practice’s Primary Care Outpatient Center

The small scale of these pods creates a quiet and comfortable environment for patients and staff.

FLOOR THREE
- Support space
- Exam rooms
- Offices
- Registration and waiting areas
Development of the “Exam Room of the Future”

Reliant wanted a universal exam room for all future locations that would be best for patient care. MPA designed 3 unique exam rooms and mocked them up full size where staff and a patient advisory committee tested and scored all features of each design. Only high-scoring features were included in final design. This process led to an exam room standard to be implemented in all future Reliant Medical Group clinics.

Features included:
- Patient/physician interview areas
- Counter space
- Storage amount and location
- Lighting, furniture, and finishes

If you would like more information on this project, please contact Marc Margulies at mmargulies@mp-architects.com