



## Service Priorities and Programmes Electronic Presentations

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### **Hospital directory, signage and colour Guide paths improvement project – To facilitate patients for locating departments for required services**

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#### **Keywords:**

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#### **Introduction**

Effective hospital directory, signage and colour guide paths with signs and pictograms facilitate patients to locate departments for required services. A survey was conducted to collect patients' and visitors' opinion of hospital signage in May 2012. Respondents reflected that colours and pictograms would easily guide them to the desired locations. A comprehensive hospital directory, signage and colour guide paths improvement project was implemented in year 2013 with cross team collaboration.

#### **Objectives**

(1) To allow patients for easy locating various departments for required services with hospital directory, signage and colour guide paths (2) To improve hospital directory and colour guide paths with colours, signs and pictograms

#### **Methodology**

Hospital directory and signage improvement project has been started since mid of July 2012. A cross team workgroup was established to plan and execute the project. - Phase 1 – Hospital directory and signage replacement Inspection of existing signage and redesign of signage formats and directory Installation of hospital directory and replacement of signage with new and aligned formats - Phase 2 – Colour guide paths Identify the high traffic departments that patients' frequently visit Design of 4 colour guide paths with bilingual department names and pictograms Installation of colour guide paths to be continued

#### **Result**

Patients and visitors found easier to locate the departments / wards with hospital directory, signage and colour guide paths. Bilingual signage with pictograms can facilitate the public regardless of backgrounds, such as age, education level and ethnic to locate different departments accurately, thus misunderstanding was reduced.