



Wayfinding Guidelines and Signage Standards for MHS Facilities

DRAFT



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Should there be a conflict between this document, UFC criteria, and UFGS, then this document takes precedence.



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WAYFINDING GUIDELINES

DRAFT

UFC REFERENCES ON WAYFINDING MASTER PLANS



A wayfinding master plan is required for all facilities (as defined in UFC 4-510-01 and UFC 3-120-10)

<p style="text-align: right;">UFC 4-510-01 30 May 2019 Change 2, 4 December 2019</p> <p style="text-align: center;">UNIFIED FACILITIES CRITERIA (UFC)</p> <hr/> <p style="text-align: center;">DESIGN: MILITARY MEDICAL FACILITIES</p>  <p>Signage, a tool associated with wayfinding, must be fully coordinated and consistent with the facility's wayfinding plan. Development of a wayfinding plan must begin at the start of a project's design and conclude with the project's final design submission. For addition/alteration projects, coordinate the wayfinding plan with existing conditions. In the absence of a base or facility wayfinding master plan, evaluate and assess one's ability to navigate, via wayfinding cues, from the existing facility to the addition/alteration project. Consider adjacencies, circulation, building entrance locations, parking considerations, and overall building configuration as part of this evaluation. Illuminate wayfinding signage by the corridor lighting system or provide separate fixtures to insure visibility.</p>	<p style="text-align: right;">UFC 3-120-10 16 May 2018 Change 2, 15 June 2021</p> <p style="text-align: center;">UNIFIED FACILITIES CRITERIA (UFC)</p> <hr/> <p style="text-align: center;">INTERIOR DESIGN</p>  <p>Provide methods of wayfinding throughout the facility, to include an interior signage package, and incorporating graphics, color and patterns as applicable. These design components must form a well-organized, comprehensive interior environment that guides users and visitors through the building to their destinations. Ensure that room numbering strategies used on the architectural and interior design plans align with wayfinding objectives. Comply with UFC 3-120-01 Design: Sign Standards.</p>	<p style="text-align: right;">UFC 3-120-01 1 March 2014 Change 3, 12 December 2017</p> <p style="text-align: center;">UNIFIED FACILITIES CRITERIA (UFC)</p> <hr/> <p style="text-align: center;">DESIGN: SIGN STANDARDS</p>  <p>Sign standards for both exterior and interior applications will help provide visual and functional signage consistency for all installations. This consistency will also help improve wayfinding by providing familiar signage components and directional information.</p> <p>Provide directional signage that contains wayfinding information, identifies rooms or other destinations, and meets additional needs like code requirements. Coordinate the signage package with the architectural design to direct people to their destination and support facilities management activities.</p>
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WAYFINDING: DEFINED BY SEG D (SOCIETY FOR EXPERIENTIAL GRAPHIC DESIGN)



According to SEG D's website (www.sedg.org), "Wayfinding refers to information systems that guide people through a physical environment and enhance their understanding and experience of the space. Wayfinding is particularly important in complex-built environments such as urban centers, healthcare and educational campuses, and transportation facilities. As architectural environments become more complicated, people need visual cues such as maps, directions, and symbols to help guide them to their destinations. In these often high-stress environments, effective wayfinding systems contribute to a sense of well-being, safety, and security."

For DHA facilities, a Wayfinding Master Plan shall be developed utilizing strategies that enhance internal wayfinding - incorporating natural light and views, (especially in corridors, inpatient areas, and public spaces), and emphasizing architectural components (with color, patterning, and lighting). Other wayfinding elements that accompany these components typically include graphics and signage, which when combined, provides cueing along the overall path and creates the desired wayfinding solution.

Exterior and interior signage/wayfinding shall be designed to be intuitively recognized as part of a cohesive concept that brings staff/patients into the parking area, the facility, to their duties or point of care, back to their vehicle, and then out of the parking area.

The signage and wayfinding solution shall clearly demonstrate a sense of direction, orientation, place, and location from floor to floor and area to area. Signage that is clear and concise shall be integrated within the design, but signage alone shall not be the only wayfinding element. Wayfinding cues integrated within the pedestrian paths leading to waiting areas and reception desks are essential. The wayfinding system/branding shall be developed with a robust and well-defined plan for how the graphics and architectural finishes will work with the signage in a holistic approach. Utilizing interior configuration, wayfinding cues along pathways, signage and interior finishes will assist patients and visitors in self-navigation.

Corridors within the facility shall be designed with an appropriate hierarchy in mind. Public corridors shall continue the interior design concepts that are established for the main entrance, with floor patterns that subtly reinforce wayfinding and add interest to the spaces.

COMMON WAYFINDING ELEMENTS & STRATEGIES

Wayfinding involves multiple methods, that when combined, aid in navigation of a space. These methods need to be used in collaboration with the Structural Interior Design to create a wayfinding system that provides building orientation, navigational cues and destination boundaries. Some of the architectural elements used in wayfinding include, but are not limited to, identification through graphics, color, patterns and textures.



Fort Leonard Wood Community Hospital

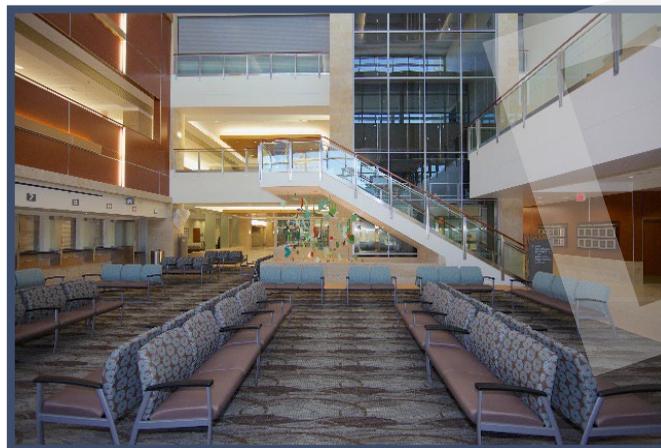
Wayfinding solutions should include the following design elements:

- Wayfinding indications in the form of flooring materials, ceiling applications, accent lighting, graphic arts, signage and wall applications.
- Elevators and elevator lobbies located within corridors to direct the flow of traffic throughout the building. These areas are an important element of wayfinding within the facility and are to be visually compelling and clearly defined.
- Intuitive floor patterning at important directional changes.
- Accent colors on walls to distinguish the different floors or departments of the facility. Accent colors should be carried through the design to include artwork and upholstery selections.
- Graphic arts with easy-to-remember images at main intersections. Graphic arts selections should support the overall wayfinding plan.

INTERIOR SIGNAGE AND WAYFINDING GUIDING PRINCIPLES



Camp Pendleton Naval Hospital



Camp Pendleton Naval Hospital

This document defines and provides examples of the minimum level of quality required for signage and wayfinding elements in Military Health System (MHS) facilities. Design solutions must meet or exceed the minimum requirements and are to be developed in accordance with the World-Class Checklist.

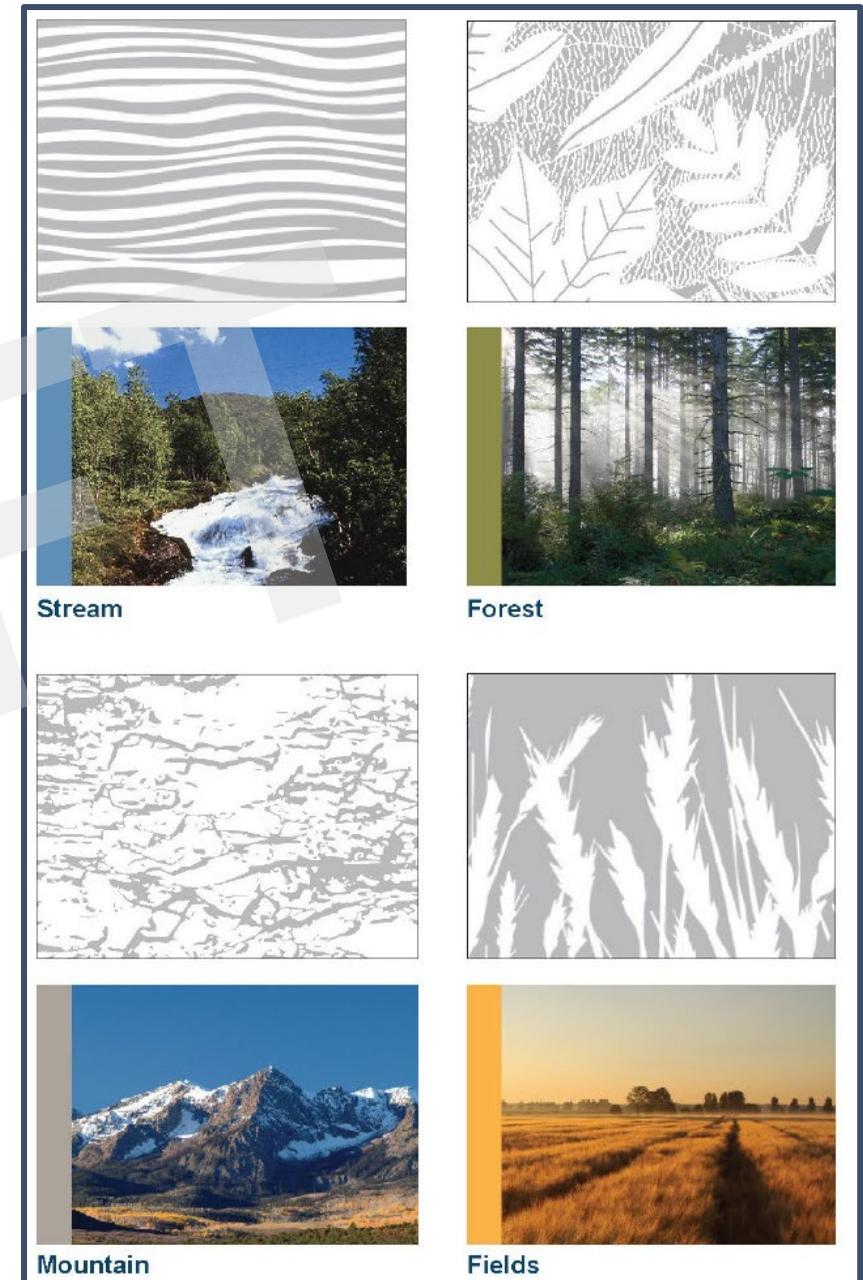
The objectives of this Section are:

- Provide solutions consistent with the requirements of the most current ABAAS (Architectural Barriers Act Accessibility Standards).
- Establish cohesive signage and wayfinding systems throughout the facility consistent with provided guidance.
- Create a comprehensive and consistent signage system using the recommended sign types and finishes.
- Ensure flexibility for signage modifications, e.g., personnel or department name changes to ensure longevity of sign systems in the facility.
- Supplement signage packages by incorporating graphic arts and architectural elements to create a comprehensive and holistic wayfinding system.
- Establish standardization of signage and wayfinding systems, which support evidence-based design principles and promote the MHS brand and public image.

The contents of this section are not intended to restrict design innovation and creativity during iterative design of MHS facilities.

USING SIGNAGE COLOR AND GRAPHICS TO SUPPORT WAYFINDING

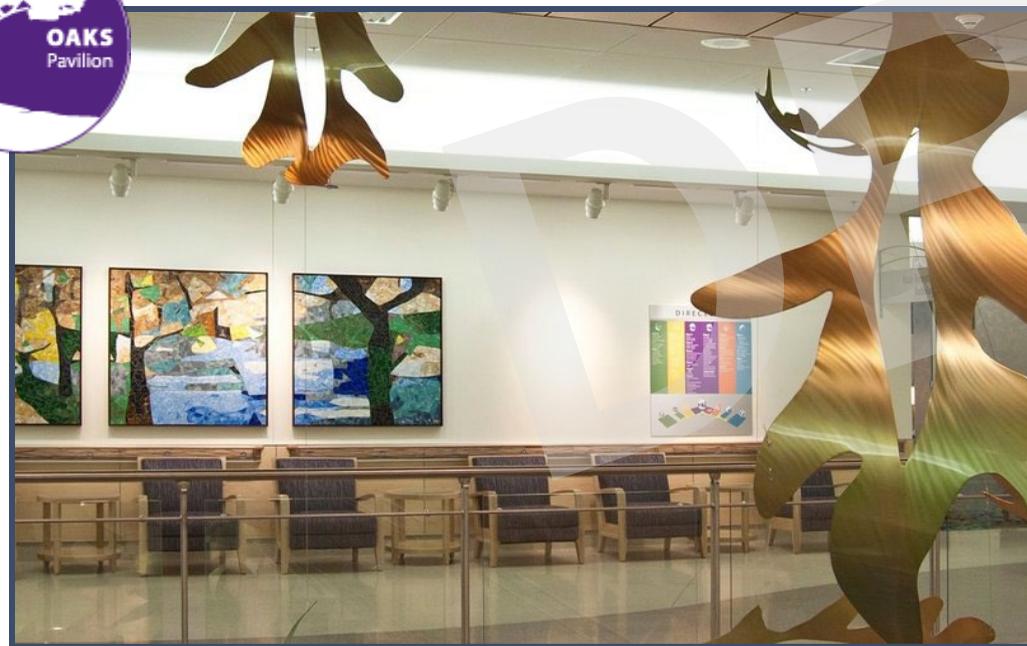
- To create a manageable flow of wayfinding information inside a facility, zone and/or color-coding designations must be incorporated.
- Graphics must be refined, sharp, and represent the geographical region of the facility, not the specific military installation itself.
- Accent colors must be representative of the geographical region.
- Graphics must be used to identify separate buildings or floors of the facility. Nature inspired graphics must be placed in the order of nature, or with geographic logic. ex. earth, flora, mountains, clouds, etc.



Examples of graphics and colors integrated into signage and wayfinding.

USING ARTWORK TO SUPPORT WAYFINDING

- To ensure a successful wayfinding solution within the healthcare facility, landmark artwork that reinforces wayfinding themes, color and graphics must be incorporated.
- Artwork embedded within the wayfinding system provides visual interest, provides familiarity markers and is used to navigate patients and visitors to their desired destinations.
- Artwork based on evidence-based design principles creates positive distraction to the viewer and improves patient outcomes in the healing environment.
- Landmark artwork used in wayfinding may be expressed in many ways – such as sculptural mobiles, wall murals, original photography, fine art and multi-media.



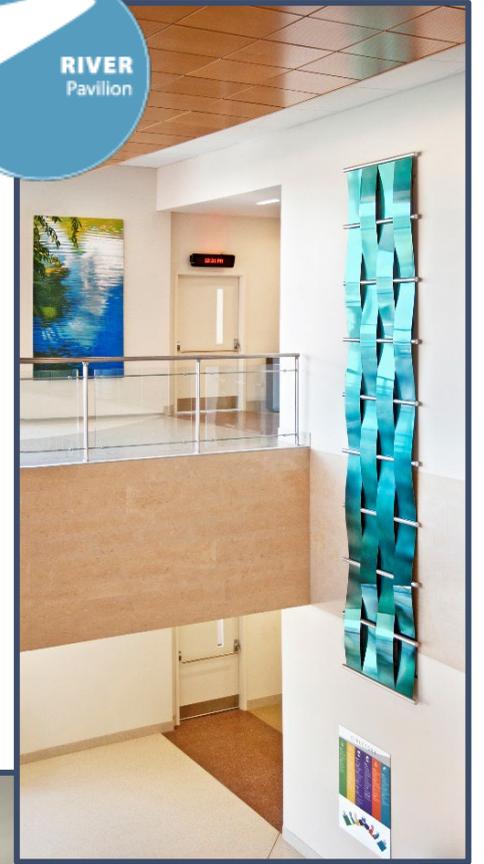
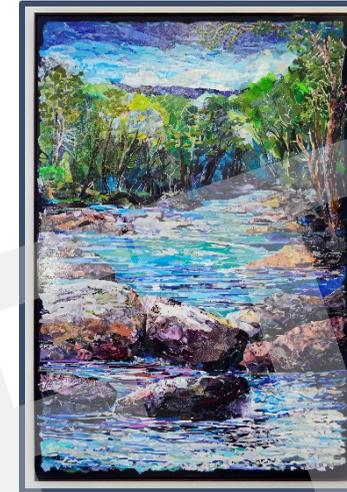
Oaks Pavilion lobby in Fort Belvoir Community Hospital, VA



NOTE: Artwork is usually funded separately from the signage & wayfinding package, which is funded in the construction contract.

Careful coordination between the artwork package and the signage & wayfinding package is required for a successful integrated system.

USING ARTWORK TO SUPPORT WAYFINDING



Sunrise Pavilion
Fort Belvoir Community Hospital, VA



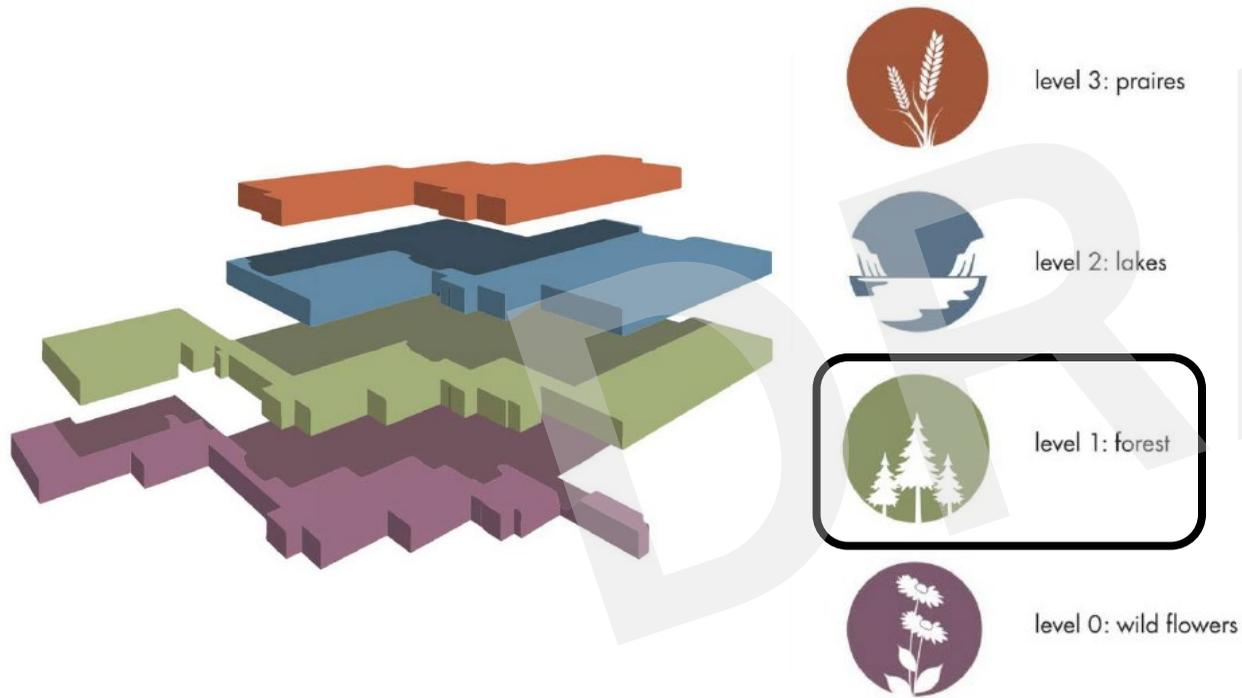
River Pavilion
Fort Belvoir Community Hospital, VA



WAYFINDING DESIGN EXAMPLE

The examples below demonstrate how interior finish materials and colors, as well as graphic arts, work together with interior signage to create a comprehensive wayfinding plan.

In this example, each floor of a facility was given a particular color, graphic, and theme. These elements were continued through selection of interior finishes, graphic arts, and signage.



Wayfinding colors/graphics by Level

Interior Signage: Level 1 Forest

DPCW
Civilian Personnel
Branch Classified
Section
1201

Service	Level	Location
Admissions	1	Hospital
Cardiology / Pulmonary	2	Clinic
Chapel	3	Hospital
Clinic Administration	3	Clinic
Command Suite	3	Clinic
Demographics	2	Clinic
Education & Training	6	Hospital
EMERGENCY	1	Hospital
ENT / Audiology	2	Clinic
Gift Shop	1	Hospital
ICU	2	Hospital
Information Management	2	Hospital
Inpatient Behavioral Health	1	Hospital
Lab	2	Hospital
Lab & Delivery	2	Clinic
Medical Records	1	Clinic
Ophthalmology	2	Clinic
Otolaryngology	2	Clinic
Outpatient Behavioral Health	2	Clinic
Parent Experience	1	Clinic
Pharmacy	1	Clinic
Patient Rooms 301-303	3	Hospital
PI / DT / Chiropractic	1	Clinic
Preventive Medicine	2	Clinic
Primary Care Medical Home	1	Clinic
Radiology	1	Hospital
Sociality	1	Hospital
Surgery Clinic	2	Clinic
Surgical Services	2	Hospital
Women's Health	2	Clinic

LEVEL 1
Hospital Elevators

LEVEL 1
Elevator

↑ Clinic Elevator

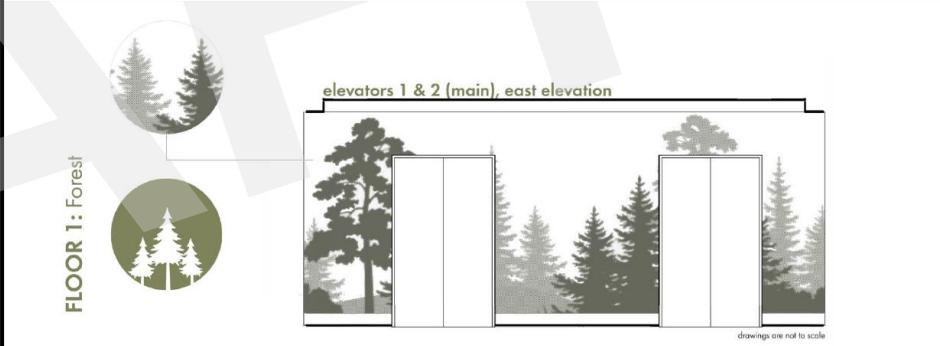
Hospital Elevator

EMERGENCY

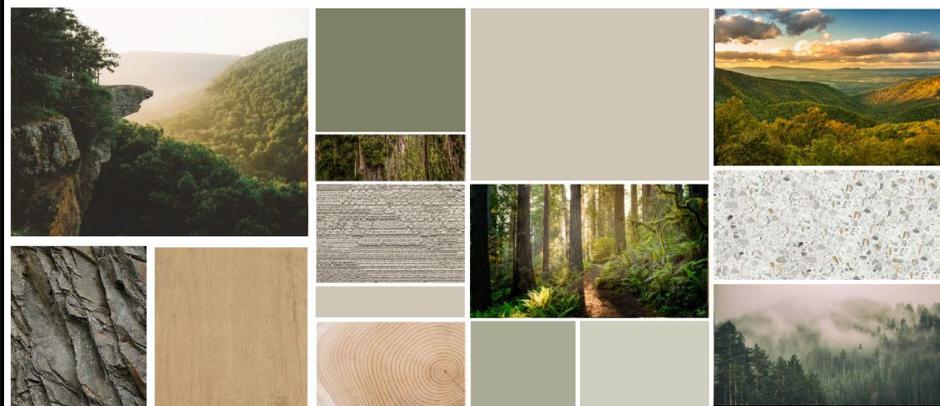
→ Clinic Entrance

Main Entrance

Elevator Graphics: Level 1 Forest



Interior Finishes & Artwork: Level 1 Forest



SIGNAGE AND WAYFINDING PRINCIPLES: MACRO TO MICRO

Macro to Micro Examples of Wayfinding

Wayfinding solutions must be organized in a Macro to Micro format that begins with unique identifiers within architectural elements and graphic arts that carries into the signage system.

In the example on the right, the first identifier to a user is the color map which directly links each color to an area of the building. This color is paired with a graphic image to give each area its own identity. Finally, the signage displays the same color as the color in that specific building and incorporates a graphic icon that ties back to the photo image.

Macro to Micro Examples of Signage

The signage system and graphic arts selections are required to follow the macro to micro characteristics of the overall Wayfinding plan.

Macro signs include:

- Directories (both static and digital)
- Directional signs
- Departmental Identification signs

Micro Sign types include:

- Room Identification
- Exam Room Identification
- Facility Door Number Tags.



Image: Ft Belvoir Community Hospital, Ft. Belvoir, VA

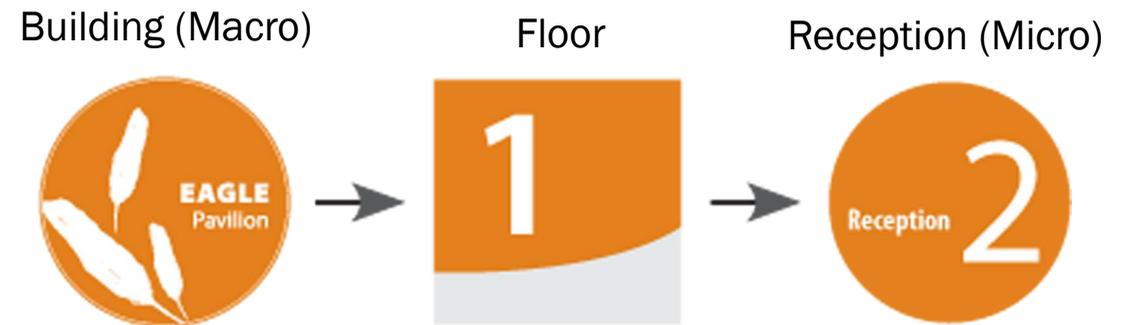


Image: Ft Belvoir Community Hospital, Ft. Belvoir, VA



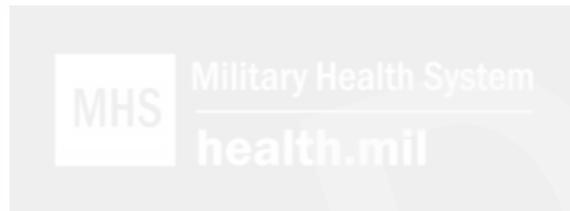
MHS BRANDING

PLEASE NOTE THAT THE FOLLOWING PAGES ARE UNDER REVIEW BY DHHQ AND ALL BRANDING, SUCH AS THE MHS SEAL, IS SUBJECT TO REVISION. DESIGNERS SHOULD INCLUDE PLACEHOLDERS FOR BRANDING ELEMENTS AS SHOWN IN THE EXAMPLES ON THE FOLLOWING PAGES.

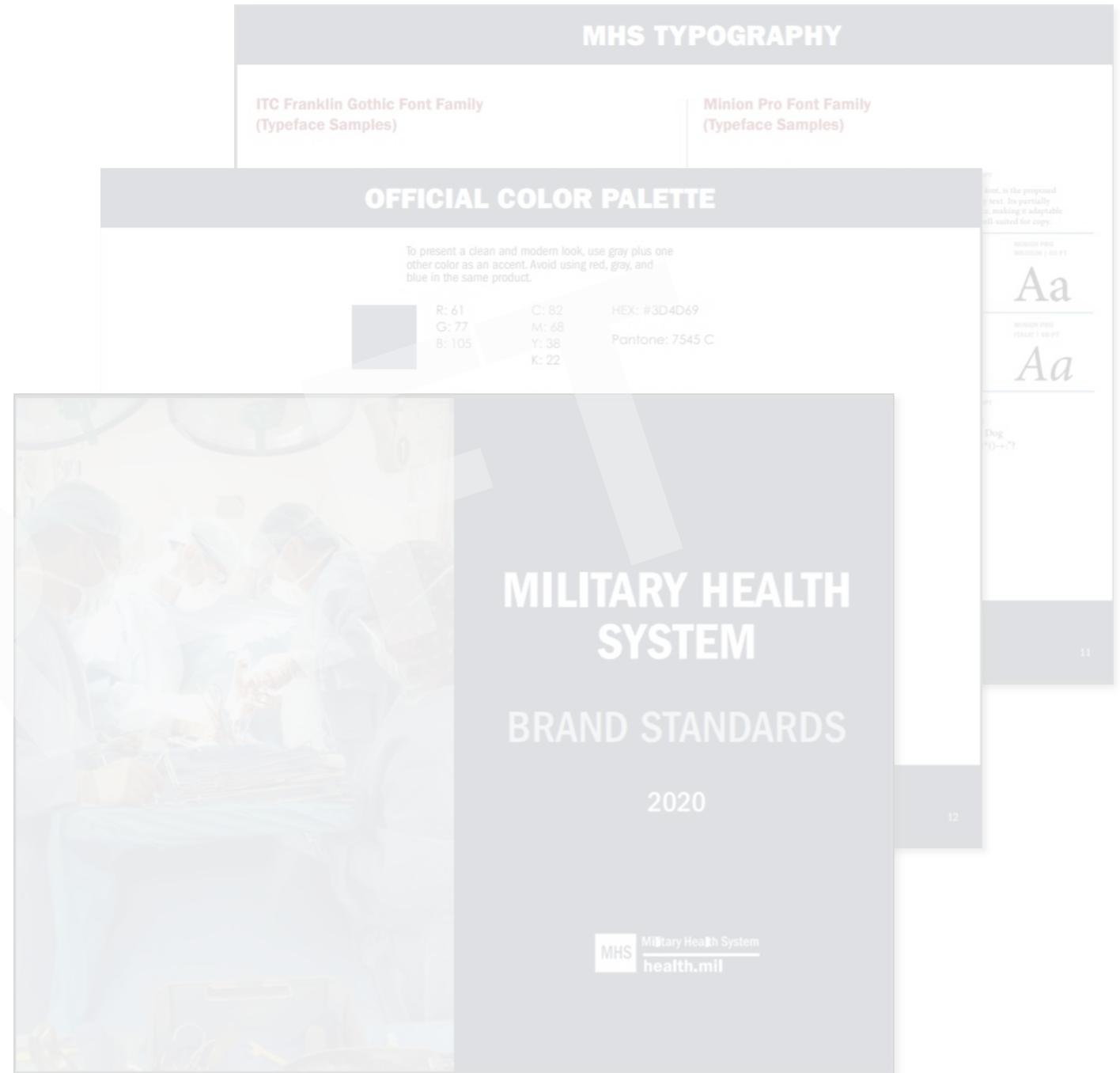
MHS BRAND STANDARDS

All interior and exterior signage must comply with current MHS Brand Standards available at <https://www.health.mil/Military-Health-Topics/MHS-Toolkits/Brand-Resources-for-Communicators>. Any signage elements that deviate from this guidance require DHA Interior Design and DHHQ Strategic Communications Office approval.

MHS Approved Logos



(White logo)



MHS BRAND STANDARDS FOR MEDICAL CENTERS AND COMMUNITY HOSPITALS: EXTERIOR



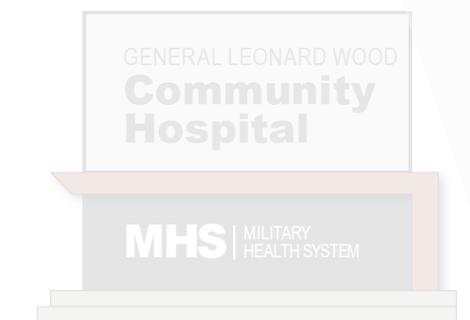
Building Exterior Seal



Example. Exterior Signage/Branding for Medical Centers and Community Hospitals. Enlarged exterior seal (shown on right), used when applicable.

Primary Exterior Sign

Secondary Exterior Sign



- Includes MHS logo and facility name.
- Internally illuminated
- Complements the facility's architectural design and other buildings located on the military installation.



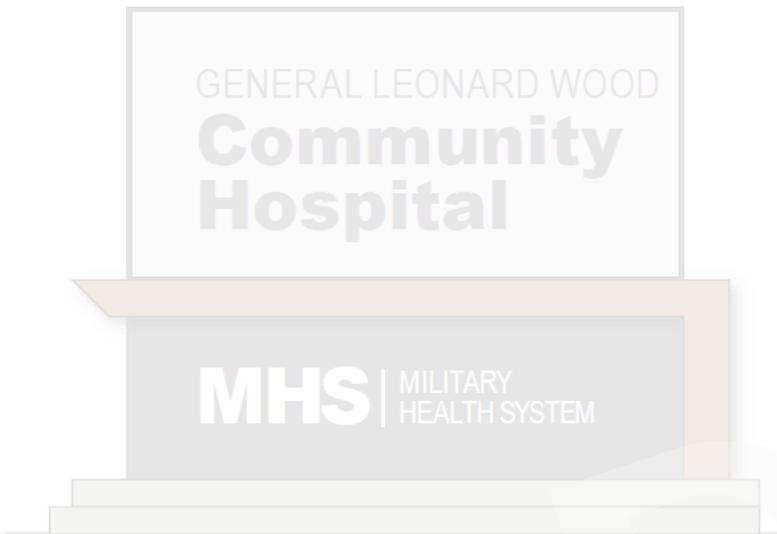
- Includes MHS logo and facility name (for smaller facilities).
- Complies with UFC 3-120-01 and facility location Installation Design Guide Standards

- MHS seal to be placed on the exterior of the building facing the main approach for Medical Centers and Community Hospitals.
- Standard criteria:
 - Brushed aluminum panel with cutout graphics
 - Back-lit, LED lighting
 - Pin mounted to building face with standoffs.
 - Exterior building materials show through the seal's negative area. Letters have relief from the sign face but are not back-lit.
 - Sized appropriate in relation to building scale. Example is 11'-3" diameter x 6" deep

Exterior signs must follow UFC 3-120-01 and Installation Design Guide standards. Monumental signs that do not follow these standards are allowable for medical centers, community hospitals, ACC and multi-departmental outpatient facilities.

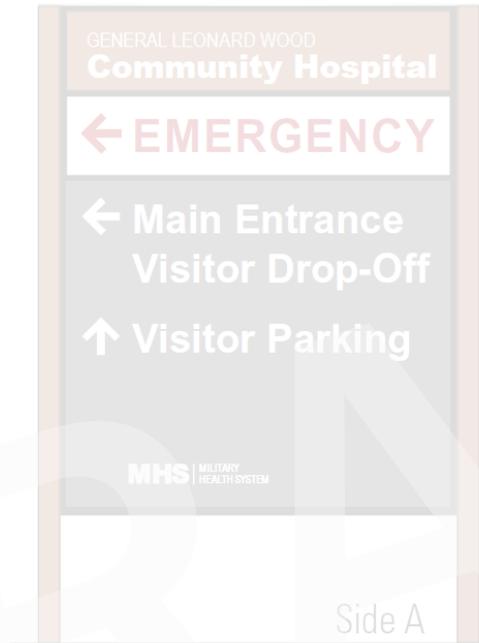
MHS BRAND STANDARDS FOR OUTPATIENT FACILITIES & SUPPORT BUILDINGS: EXTERIOR

Primary Exterior Sign

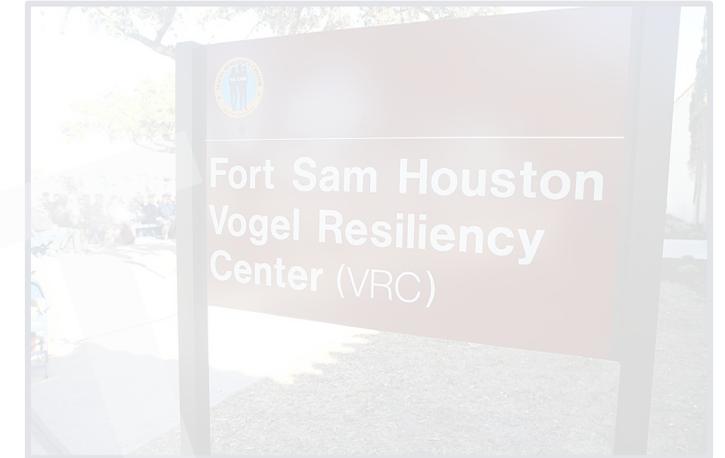


- Includes MHS logo and facility name.
- Complements the facility's architectural design and other buildings located on the military installation.

Secondary Exterior Sign



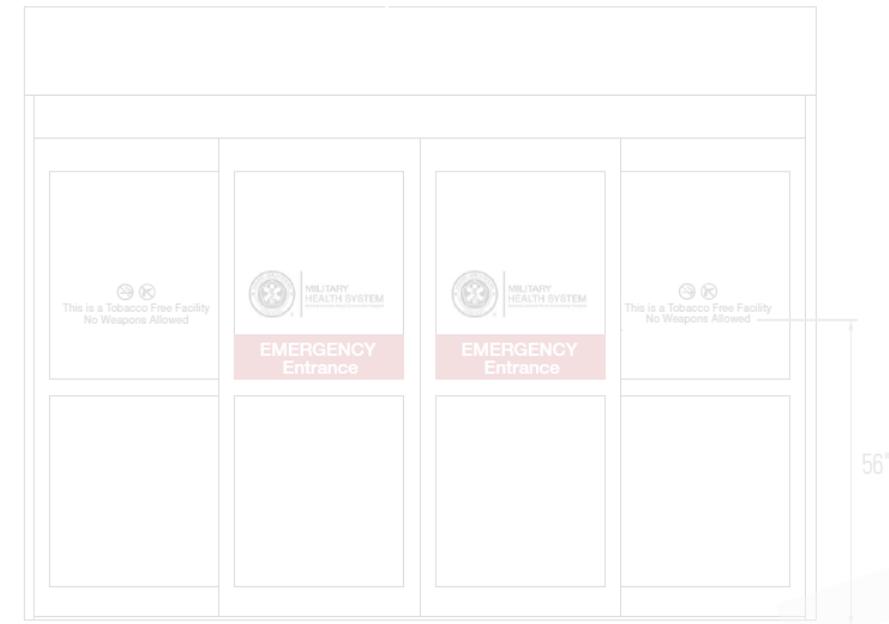
- Includes MHS logo and facility name (smaller facilities).
- Complies with UFC 3-120-01 and facility location Installation Design Guide Standards



Examples of exterior signage

Exterior signs must follow UFC 3-120-01 and Installation Design Guide standards. Monumental signs that do not follow these standards are allowable for medical centers, community hospitals, ACC and multi-departmental outpatient facilities.

MHS BRAND STANDARDS FOR ALL FACILITY TYPES: EXTERIOR, ENTRANCES



- At a minimum, all entrances must include surface applied vinyl graphic and text to include MHS Seal in “frosted” appearance and entrance identification (Main Entrance, Staff Entrance, Dining Facility, etc.).
- Include No Smoking and No Weapons graphic with the following language: “This is a Tobacco Free Facility” “No Weapons Allowed”

Consent to Inspection
Introduction of weapons, unauthorized drugs and alcoholic beverages on this property is prohibited (Title 18 U.S.C. Section 930 and Title 38 CFR Section 1.218) Persons entering this property consent to an inspection of all packages, luggage and containers in their possession when arriving. Refusal of consent to search is basis for denial of admittance. Violators are subject to arrest and prosecution. Refusal of consent to an authorized search by medical personnel is basis for discharge.

No Weapons Permitted
Whoever knowingly possesses or causes the presence of a firearm or other dangerous weapon on the grounds or buildings of this facility, or attempts to do so, is subject to fine or imprisonment of not more than one year, or both (Title 18 U.S.C. Section 930a). Whoever intends that a firearm or other dangerous weapon be used in the commission of a crime and knowingly possesses or causes the presence of a firearm or other dangerous weapon on the grounds or buildings of this facility, or attempts to do so, is subject to fine or imprisonment of not more than five years, or both (Title 18 U.S.C. Section 930b).

No Smoking
For the sake of your health and comfort of others, smoking is prohibited in this Medical Center. If you must smoke, please do so only in designated areas.

- Facilities located outside of a Department of Defense military installation may require additional signage, to be coordinated during iterative design.



MILITARY HEALTH SYSTEM
General Leonard Wood Community Hospital

MAIN ENTRANCE

Above is one design solution incorporating MHS Seal, Facility name, and Entrance identification. Alternate solutions may also be provided.

Additional Exterior Signage (project specific)

Signs accommodating message inserts to display Force Protection Conditions and Hours of Operation may be required at entrances. Flexible/changeable sign for Hours of Operations is preferred to surface applied vinyl text on entry doors.

BRANDING ELEMENTS, INCLUDING THE MHS SEAL, ARE CURRENTLY UNDER REVIEW BY DHHQ.

MHS BRAND STANDARDS FOR ALL FACILITY TYPES: EXTERIOR, SPECIALTY ENTRANCES

Emergency and Ambulance Entrances to include red vinyl background banner to identify these entrances.

Specialty entrances to the Dining Facility, Chapel, and others may incorporate additional graphics. Examples shown depict a variety of possible signage solutions for entrance doors leading into the military medical facility.



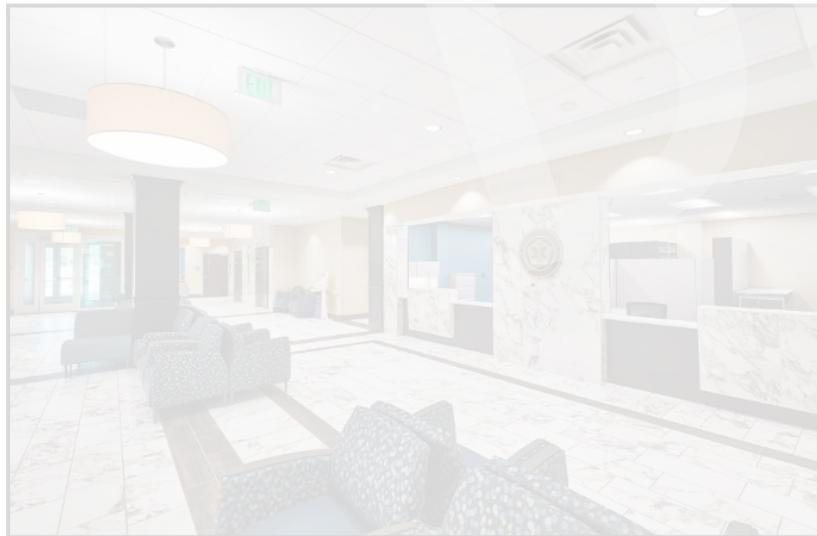
BRANDING ELEMENTS, INCLUDING THE MHS SEAL, ARE CURRENTLY UNDER REVIEW BY DHHQ.

MHS BRAND STANDARDS FOR ENTRANCE LOBBIES: INTERIOR

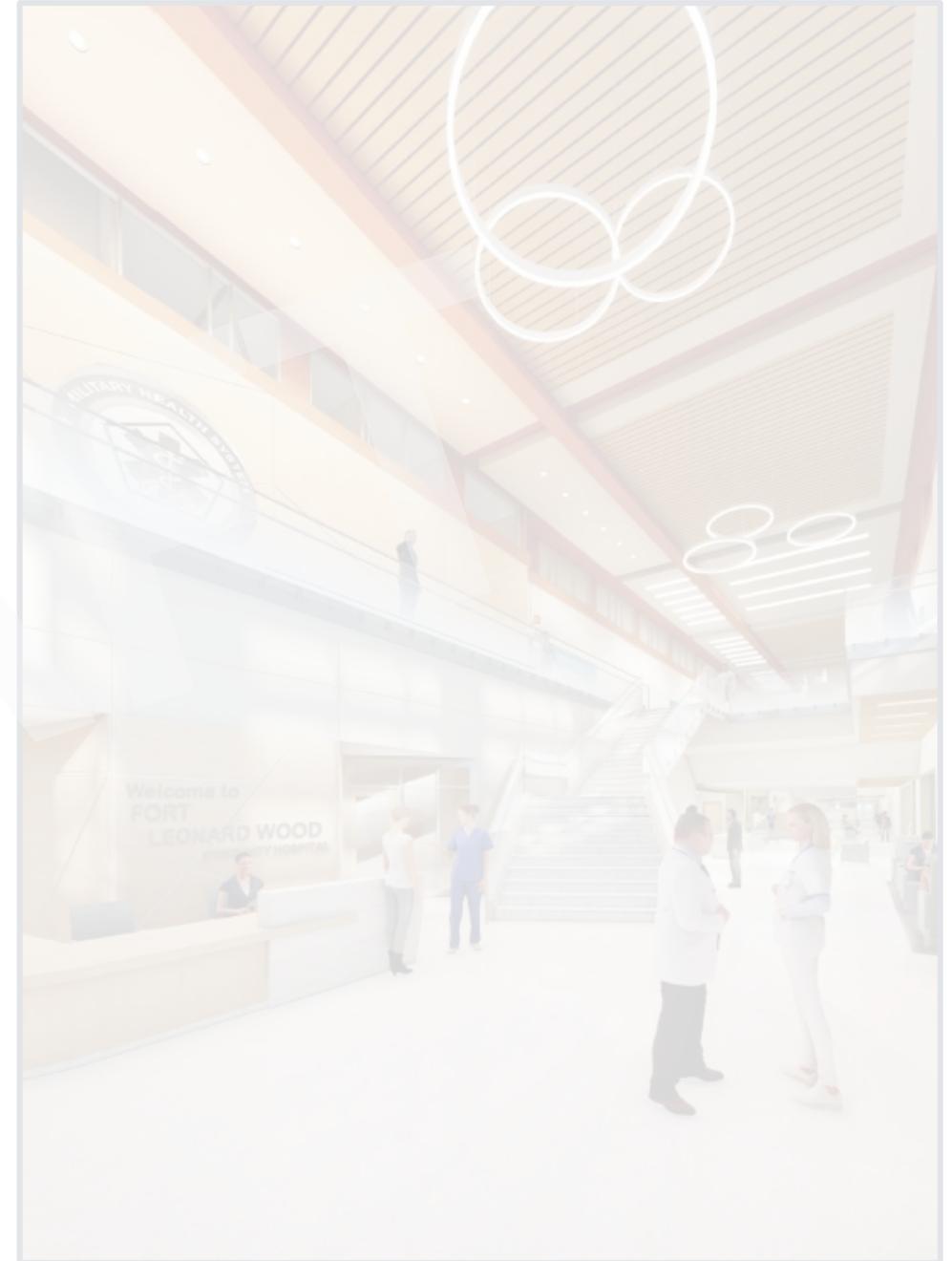
MHS Medical Centers, Community Hospitals, and Ambulatory Care Centers

- As part of the Structural Interior Design and Signage Package, the MHS Seal is to be placed in the interior of the building at the main entrance.
- Scale must be appropriate to the facility's interior architecture. Generally, large or monumental scale is to be implemented for Medical Centers and Community Hospitals.
- A variety of materials may be used with the overall aesthetic to remain neutral or "tone on tone".
- All MHS seals proposed for use within the facility must be reviewed and approved by DHA Interior Design, to ensure compliance with the DHA Branding standard.

Example of MHS Seal.



Example. MHS Seal located at main entrance lobby



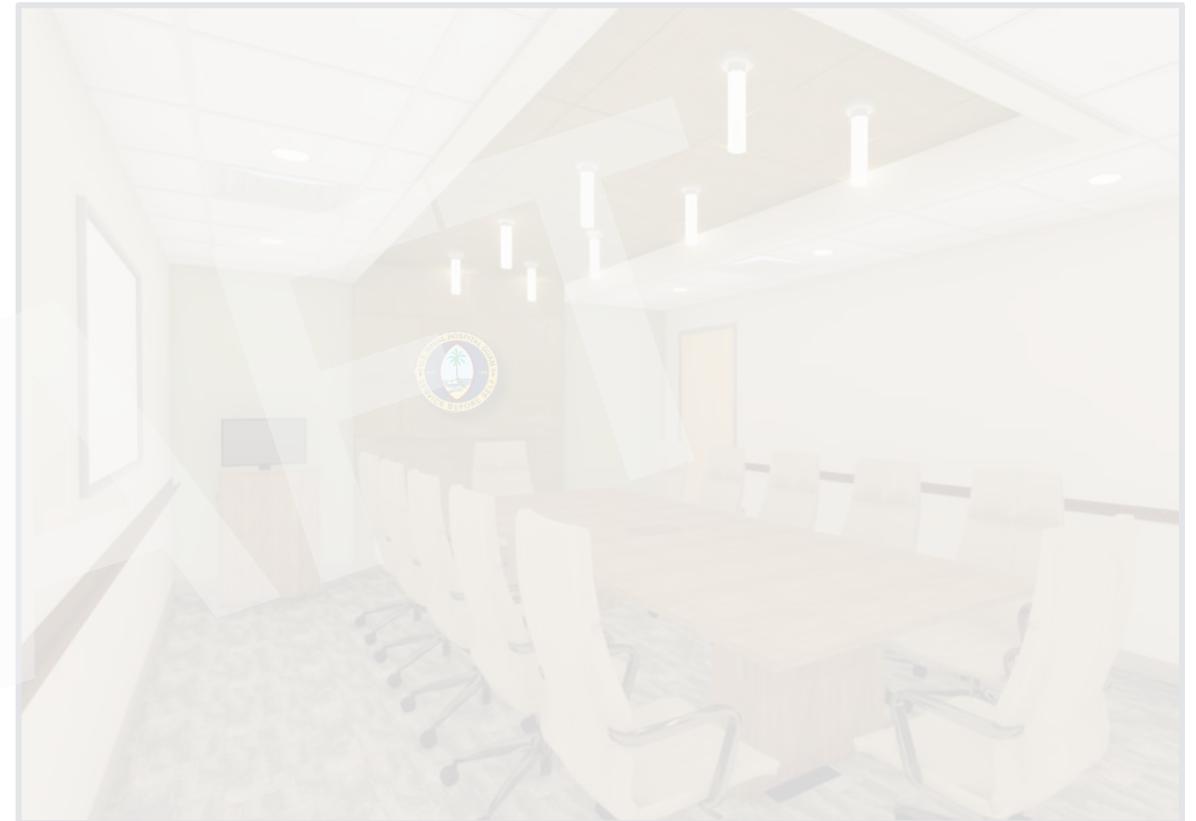
Example. MHS Seal located at main entrance

BRANDING ELEMENTS, INCLUDING THE MHS SEAL, ARE CURRENTLY UNDER REVIEW BY DHHQ.

MHS BRAND STANDARDS FOR COMMAND CONFERENCE ROOMS: INTERIOR

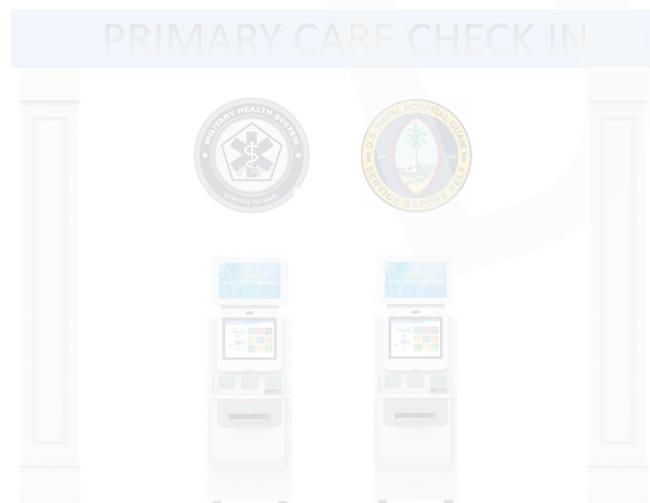
MHS Medical Centers, Community Hospitals, and Ambulatory Care Centers

- Scale must be appropriate to the facility's interior architecture.
- A variety of materials may be used with the overall aesthetic to remain neutral or "tone on tone".
- Command conference rooms are to include the name of the facility and MHS Seal located behind the Commander. Facility seal may be used in lieu of the MHS seal with approval by the DHA Interior Designer.
- All MHS seals proposed for use within the facility must be reviewed and approved by DHA Interior Design, to ensure compliance with the DHA Branding standard.



Example. Facility seal located in Command Conference room (requires approval of DHA Interior Designer)

Example of MHS Seal.

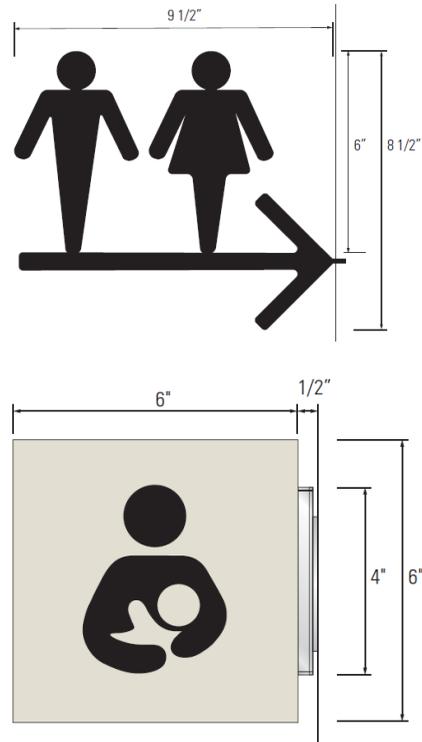


Example. MHS Seal with facility seal over check-in kiosks

BRANDING ELEMENTS, INCLUDING THE MHS SEAL, ARE CURRENTLY UNDER REVIEW BY DHHQ.

MHS BRAND STANDARDS: SIGNAGE SYMBOLS TO SUPPORT WAYFINDING

To aid in the recognition of destinations, common and international symbols should be incorporated into sign messages. Symbols reduce the amount of text that users have to read/decipher and can be more readily utilized by users with limited eyesight or limited literacy. Symbols appear commonly at other destinations experienced by the public (interstate highways, movie theaters, etc.) and are therefore a comfortable way to transmit information.



Examples:
Symbols utilized
on projection wall
mount signage



Universal Symbols for Healthcare



SIGNAGE STANDARDS

DRAFT

SIGNAGE CRITERIA AND STANDARDS



The Signage system must be a flexible system that enables changes of room occupant or function, department location, and clinic organization to be reflected in the signage at minimal effort and cost. Signage system must bring a sense of uniformity and organization to the facility.

Signage must be obtained from one manufacturer. Signage system must provide directional information and identification (wayfinding) and avoid haphazard display of information on facility walls and at reception/check-in counters.

ABA signs with tactile characters must be direct print. Applied tactile and raster bead is not permitted.

Electronic Message (Wayfinding) Signage and Patient Queuing/Flow Management Systems will be purchased and installed by others.

Provide dimensional letter signage for the reception counter areas.

The directional signage system must be modular allowing for change of information and reuse of components. Primary directory signage must be provided close to the main entrances and must include a facility plan showing composite building and floor. Secondary directory directional signage, where required, must be provided within elevator lobbies, large departments, at major intersections, and at entranceways accessible from the outside and must include area names, directional arrows, and directory listings. Ceiling-mounted directional indicators, where required, must be provided at major corridor intersections and along long hallways showing primary destinations and directional arrows.

The identification and information signage system must be modular, allowing for flexibility, change of content, and reuse. All rooms must be identified with a permanent message that includes the user room designation. Signage must provide room number, room information, and room occupant where applicable. Room occupant on signage must be indicated with a changeable insert. The assigned wayfinding/signage room number and the room numbering system may vary from the architectural room numbers applied during design development. Wayfinding/signage room numbering must be discussed early in a project for coordination with other disciplines and addressable systems. It is recommended that background of sign is to have a contrast level of at least 70% as compared to text and pictograms.

SIGNAGE CRITERIA AND STANDARDS, CONTINUED



Frames for identification signage must be able to accept either letter quality paper or pre-printed inserts. Primary identification signage must be provided at entrances to major departments. Secondary identification signage must be posted at suites where required. Informational signage must be posted where required for safety and organizational reasons (e.g., Laboratory, Dining Facility, etc.), and be coordinated during design after award. Special attention must be paid to the food service signage requirements such as menu board.

Facility Management Door Tags: Room number tags must be included for every interior room, space, alcove, closet, toilet, and exam room to assist maintenance staff. These tags must be approximately one inch high with the room number used on the architectural floor plans. The tags must be installed outside of the room on the top center of the door frame.

Special Signage: Special signage required by the fire department and utility companies (e.g., FD Connection, Gas Cutoff, Backflow preventer, Fire Pump, Fire Alarm Panel Equipment Room, Fire Suppression System Sprinkler Room, and MEDGAS), Sterilization Area, Pharmacy, and Lab special signage as required must be developed.

Provide attic stock of an additional 10% of frames, inserts, and card stock for all informational and directional signage on the project, to account for changes during design and construction.

Signage-Making software: Signage-making software located at the facility may be required.

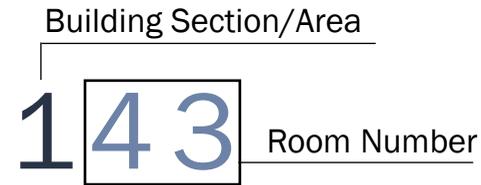
Exterior Signage: Provide an exterior signage system that is consistent in placement and appearance. Provide a wayfinding system to cover the complete process of getting the patients into the parking area, from there into the facility, to the point of care, back to the vehicle, and then out of the parking area. Refer to the UFC 3-120-01 for additional requirements regarding exterior signage. When required in the RFP, provide a lighted monumental sign and emergency monument signage that supports the established palette of site elements, the building façade, and the overall wayfinding system. Emergency monument sign location must coordinate with the emergency room location.

ROOM NUMBERING METHODOLOGY

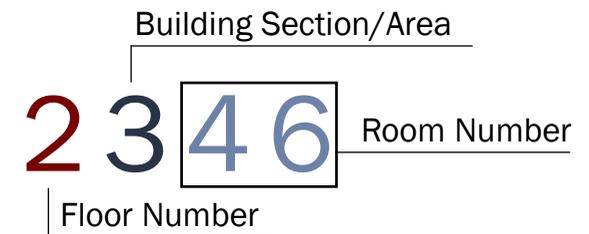
The assigned wayfinding/signage room number and the room numbering system may vary from the architectural room numbers established during design development.

Wayfinding/signage room numbering will be determined from the patient and/or visitor's perspective.

The room numbering system will be developed by the Signage Consultant and will be based upon the size and complexity of the facility. All proposed room numbering sequences require DHA approval.



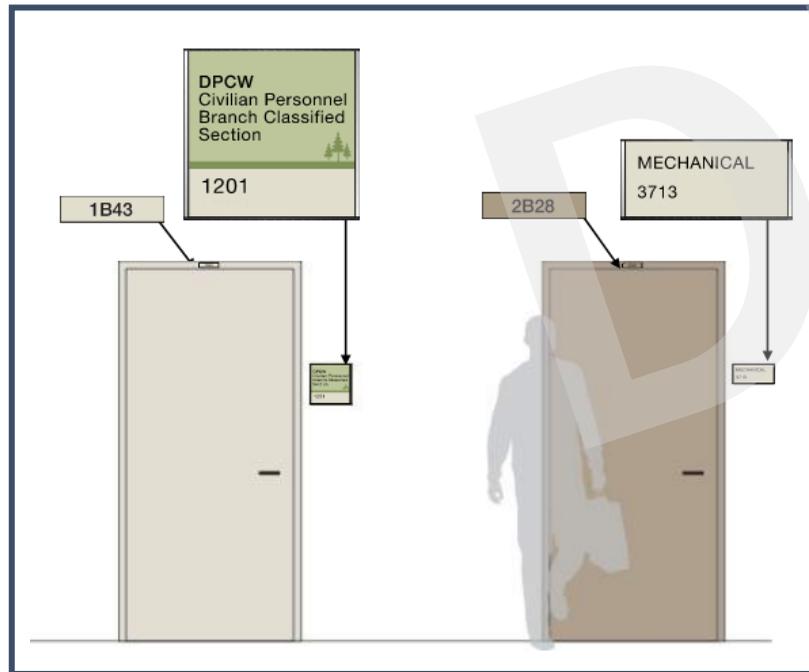
Example. 3-digit solution



Example. 4-digit solution



Example. 5-digit/character solution

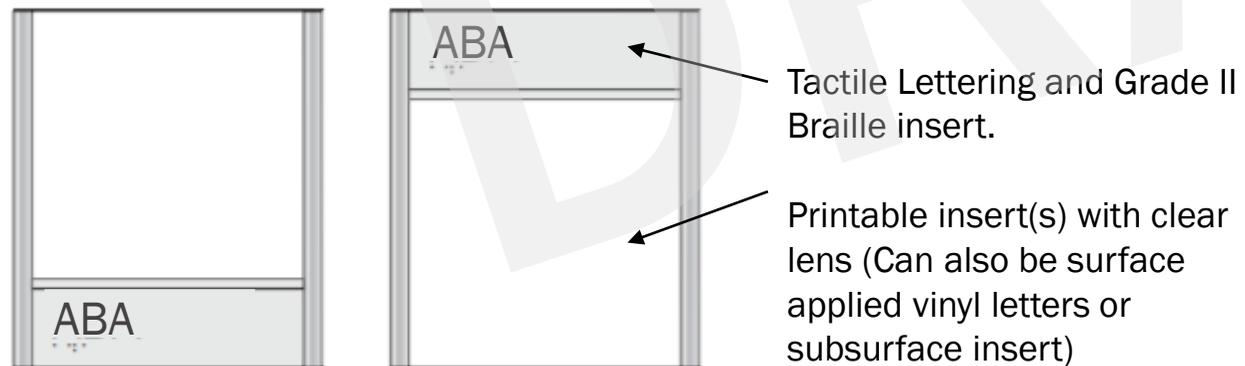


Example. Room signage and facility door number tags.

- All sign types requiring raised graphics/braille are to be numbered as sequentially as possible.
 - The numbering system must be simple and continuous.
 - Room numbering must be consistent from floor to floor and area to area.
 - Room numbers must be coordinated so that even numbers are on one side of a corridor, and odd numbers are on the opposite side.
- Numbering system is used for all room types, including permanent room signs
 - There will be no special designations for particular types of rooms (i.e., mechanical rooms); those functions will be called out in the nomenclature portion of the room sign.
- While the entry to a suite of rooms may be designated 1XXX, the within-suite rooms must be given sub-designations, such as 1XXXa, 1XXXb, etc.
- Room numbering system must be flexible to allow for future expansion and renovation.
- Facility door number tags with architectural room numbers for staff/maintenance.
 - Door number tags reflect architectural numbering shown on plans.
 - Architectural numbering is not sequential and will not be used by visitors.

PRIMARY ROOM IDENTIFICATION

- Room ID Sign with permanent room number and changeable room function/description.
- Left Justification for text and numbers.
- Upper- and lower-case characters.
- Sign size to be minimum 8" x 8"
- 100% modular and compatible with a wide range of insert and graphics options.
- Permanent room number area must be compatible with facility's sign shop equipment
- Standard frame profile: square
- Standard frame finish: Natural Satin Anodized Aluminum
- Signage shall be installed using silicone adhesive and/or double-sided tape. Mechanical fasteners should only be used when required by Manufacturer.
- Future signage updates must comply with Sign Standards and match the facility's existing signage in configuration and appearance.

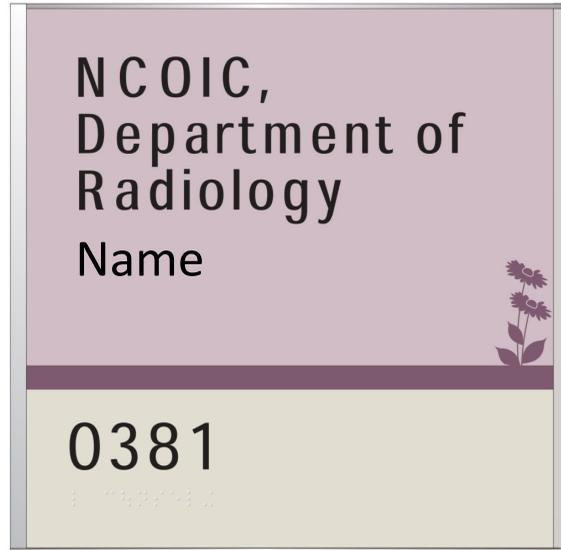


Example. Signage with ABA plaques at top or bottom.



PRIMARY ROOM IDENTIFICATION

Sign Type A1 and A1b



A1 - Example



A1b - Example

Sign Type A1

Room ID With User Printed Acetate Inner Insert

Sign Type A1b

Room ID With "In Use" slider & User Printed Acetate Inner Insert

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 8.5" x 8.5" x 0.4"

Top Graphics Assembly

- Clear Lens Protective Outer Insert
- Non-Glare PETG, Acrylic, or similar material
- Size: 6" x 8.5"
- Middle Insert
- Acetate Insert with printed graphics/text
- Size: 6" x 8.5"
- Color: Clear
- Font Color: Black
- Sub Insert/Background Insert
- Wayfinding color/graphic or MHS Seal
- Size: 6" x 8.5"
- Rule line (accent color): 3/8" x 8.5"

ABA Insert

- Semi-permanent ABA Band
- Size: 2.5" x 8.5"
- Raised Characters and braille complying with ABA Accessibility Standards
- Color: Manufacturer's standard neutral selection
- Font Color: Black

Sign Type A1b only

In Use Slider

- Slider Band/Insert
- Size: 30mm x 8.5"
- Color: Match frame
- Slider Color: Match frame
- Vinyl "In Use" Color: Match ABA Insert
- Font Color: Black

PRIMARY ROOM IDENTIFICATION Sign Type A1 Background Insert Options

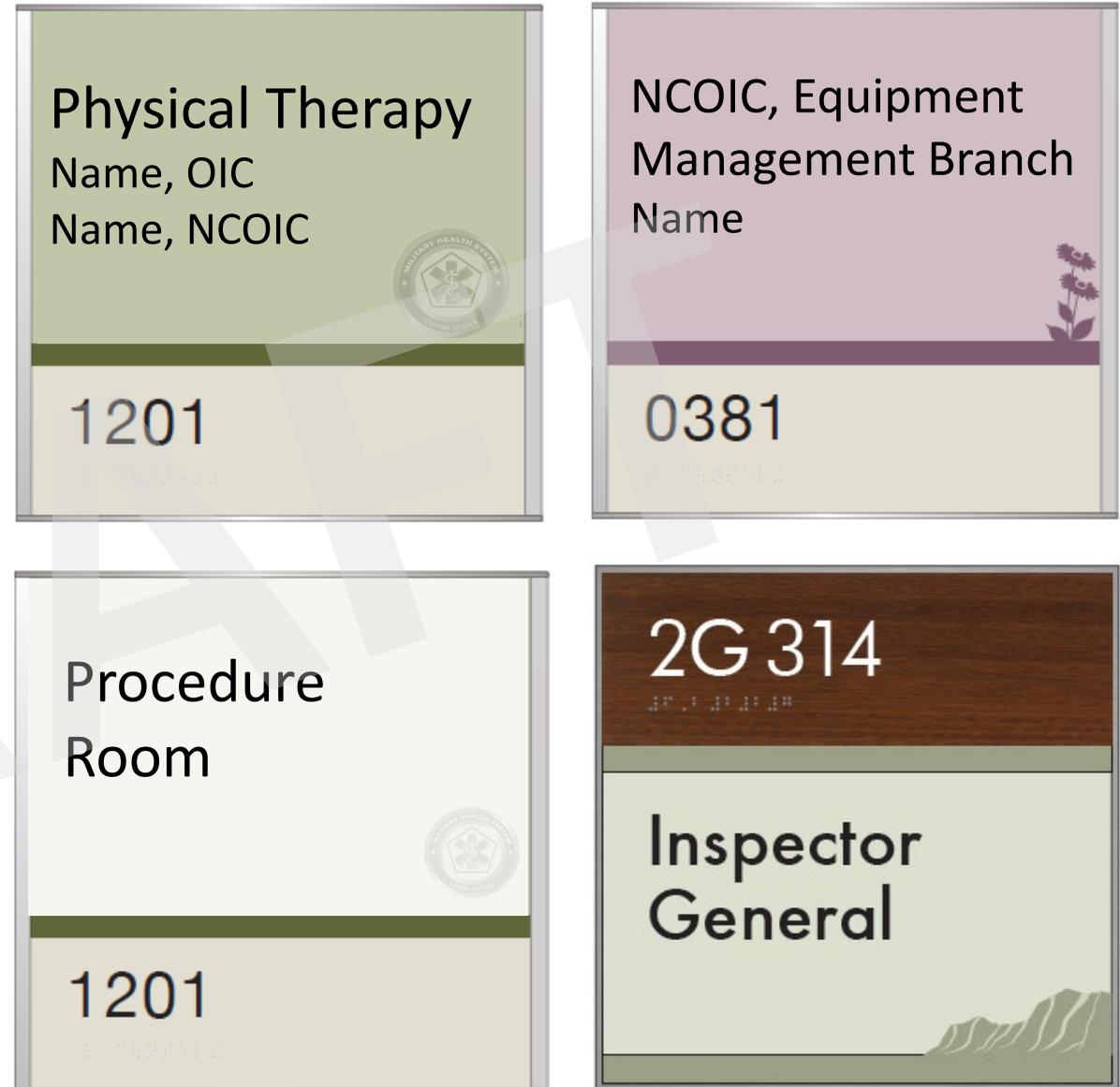
Coordinate with DHA Interior Designer on use of wayfinding colors, graphics, and MHS seal.

Some appropriate solutions include:

- Wayfinding color and graphic
- Wayfinding color and MHS Seal
- Neutral color with wayfinding accent band and MHS Seal

Service specific military background inserts are not allowed.

NOTE: MHS Seal is currently under review at DHHQ, confirm use of branding elements with the DHA Interior Designer.



Examples. Background Inserts.

PRIMARY ROOM IDENTIFICATION

Sign Type A2 Permanent Room Identification



A2 - Example

Sign Type A2

Permanent Room ID

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 6" x 8.5" x 0.4"

ABA Insert

- Updateable ABA Insert
- Size: 6" x 8.5"
- Raised Characters and braille complying with ABA Accessibility Standards
- Color: Manufacturer's standard neutral selection
- Font Color: Black

Typical A2 Room types:

- Medication Room
- Storage rooms within larger rooms
- Communications
- Electrical
- Mechanical
- Janitor Closet
- Clean & Soiled Utility
- Waste holding and other utility spaces

PRIMARY ROOM IDENTIFICATION

Sign Type A3



A3 - Example

Sign Type A3

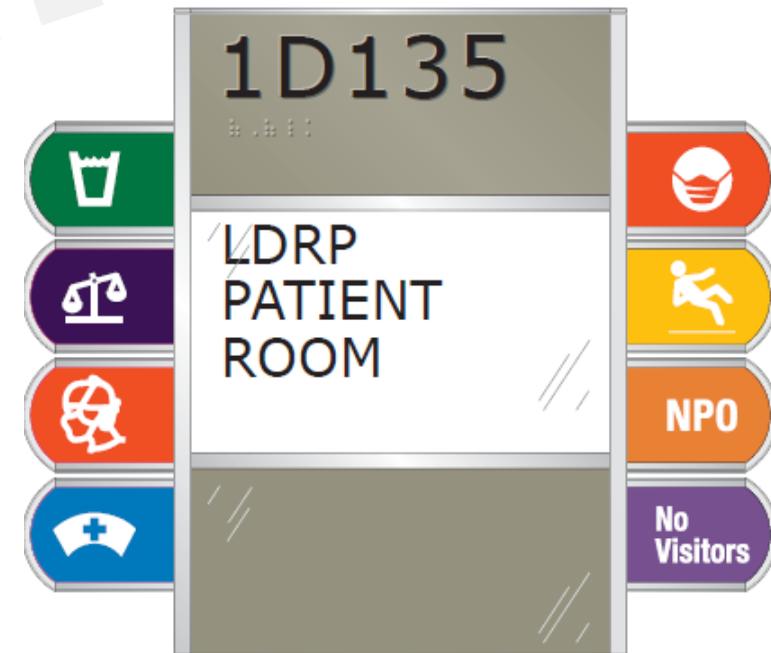
Patient Room ID with 4 changeable sliding patient precaution warnings

A variety of layouts for this sign type are acceptable. Signs shall accommodate a minimum of (4) Special care inserts with accommodations for (8) inserts being preferred. Signs may also be required to accommodate additional larger paper inserts. Inserts should be removable/changeable. Required inserts to be determined by coordination with DHA Clinical Planner.

Signage materials, colors, and dimensions to coordinate with all other room signage. Must include tactile lettering and Grade 2 Braille insert for room number identification.



A3 - Example



A3 - Example

PRIMARY ROOM IDENTIFICATION

Sign Type A4a and A4b Restroom Identification



A4a - Example



A4b - Example

Sign Type A4a (see sign type A1 for construction/sizing details)
Restroom ID

Sign Type A4b
Specialty Restroom ID

Vinyl Tape / Silicone Mount

A4a Holder Size: Example shown is nominally 8.5" x 8.5" x 0.4"

A4b Holder Size: Example shown is nominally 9.5" x 8.5" x 0.4"

Top Graphics Assembly

- Refer to sign type A1 for details
- Middle Insert includes Restroom symbol (Men, Women, or Unisex) and Accessibility symbol

ABA Insert

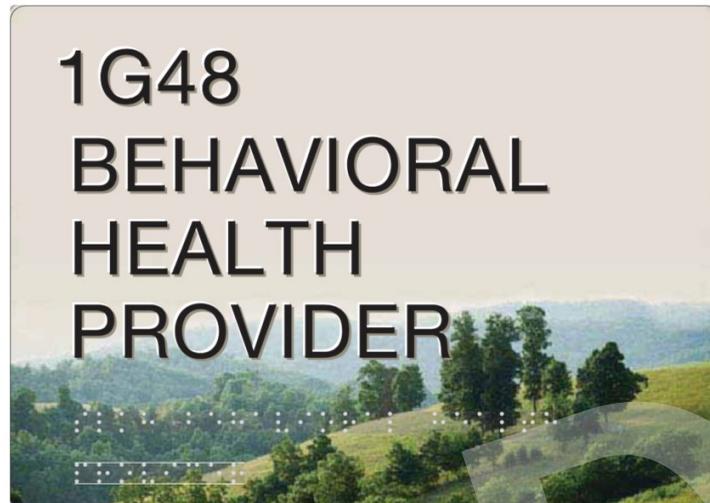
- Semi-permanent ABA Band
- A4a Size: 2.5" x 8.5"
- A4b Size: 3" x 8.5"
- Raised Characters and braille complying with ABA Accessibility Standards
- Color: Manufacturer's standard neutral selection
- Font Color: Black

Restrooms are always a destination that should be consistently and clearly identified, particularly in a healthcare facility, where not all restrooms are to be used by the public.

In cases where restrooms are located in a public corridor and are not clearly visible from a lobby or waiting area, flag-mounted signage can help users locate this destination.

PRIMARY ROOM IDENTIFICATION

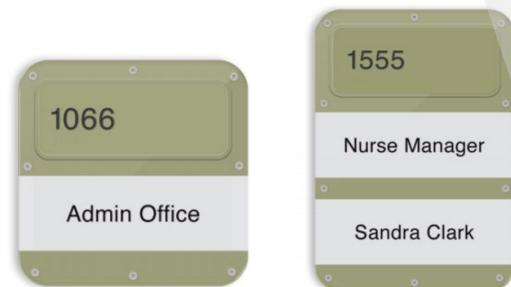
Sign Type AB1 & AB2 Inpatient Behavioral Health



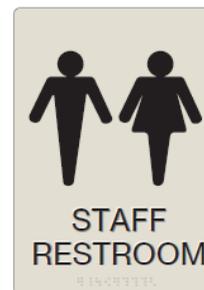
AB1 - Example



AB2 - Example



Example. Alternate solutions incorporating changeable inserts



AB2 - Alternate Layout Example

Sign Type AB1

Behavioral Health Signage

- Polycarbonate with subsurface graphics/text
- Signs to attach to wall surface with an adhesive applied to the full back of the sign, edges sealed with pick-proof caulk.
- Tamper resistant screws may also be used for increased security
- Overall Size: Nominally 6" x 8.5" with radius corners
- Raised Characters and braille complying with ABA Accessibility Standards
- Font Color: Black
- Background Field Color: To match other signage

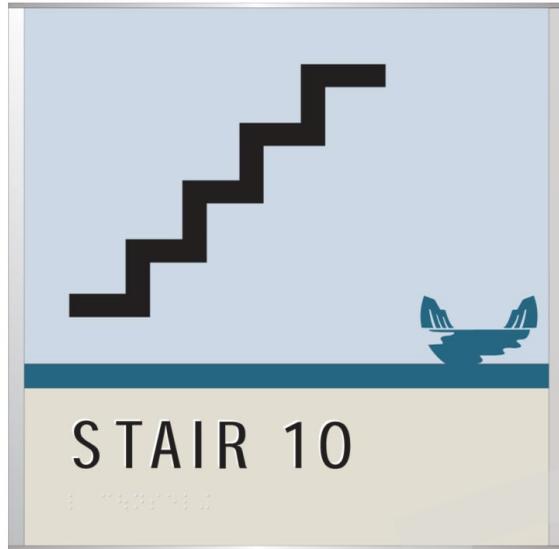
Sign Type AB2

Behavioral Health Restroom Signage

- Refer to sign type AB1 for details
- Includes Restroom symbol (Men, Women, or Unisex) and Accessibility symbol, as applicable

REGULATORY SIGNAGE

Sign Type B1 Stairwell Identification



B1 - Example

Sign Type B1 (see sign type A1 for construction/sizing details)

Stair Identification

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 8.5" x 8.5" x 0.4"

Top Graphics Assembly

- Refer to sign type A1 for details
- Middle Insert includes Stair Symbol

ABA Insert

- Refer to sign type A1 for details

Note: Signs and sign layouts must comply with NFPA 101

REGULATORY SIGNAGE

Sign Type B2 & B3 Stairwell Identification and Exit Discharge Information



B2 - Example



B3 - Example

Sign Type B2

Exit Discharge Information (Stairwell Identification)

Vinyl Tape / Silicone Mount

Size: Example shown is nominally 14" x 18"

- Acrylic or similar material
- First Surface Graphics
- Color: Manufacturer's standard neutral selection
- Font Color: Black

Sign Type B3

Exit Discharge Information (Stairwell Identification)

Vinyl Tape / Silicone Mount

Size: Example shown is nominally 3" x 6"

- Non-Glare PETG, Acrylic, or similar material
- Raised Characters and braille complying with ABA Accessibility Standards
- Color: Manufacturer's standard neutral selection
- Font Color: Black

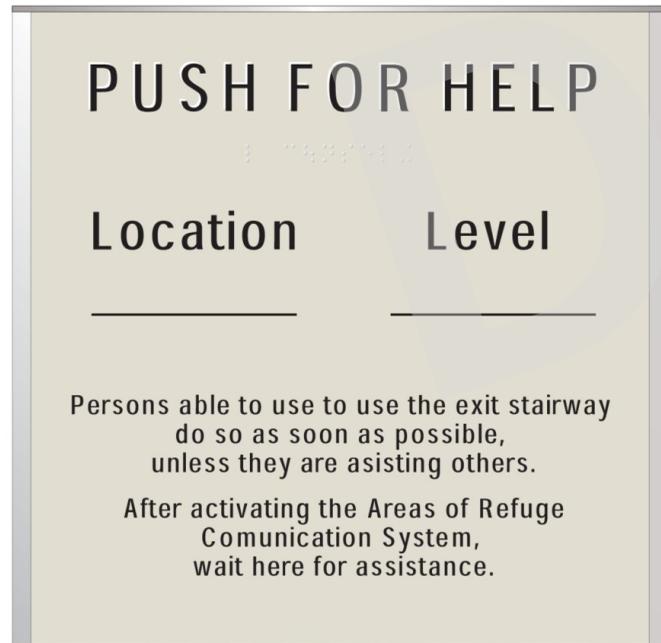
Note: Signs and sign layouts must comply with NFPA 101

REGULATORY SIGNAGE

Sign Type B4 & B5 Emergency Communication Information



B4 - Example



B5 - Example

Sign Type B4 Emergency Communication Sign

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 6" x 8.5" x 0.4"

ABA Insert

- Updateable ABA Insert
- Size: 6" x 8.5"
- Raised Characters and braille complying with ABA Accessibility Standards
- Symbol: International Symbol of Accessibility
- Color: Manufacturer's standard neutral selection
- Font Color: Black

Sign Type B5 Two-Way Communication Information

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 8.5" x 8.5" x 0.4"

ABA Insert

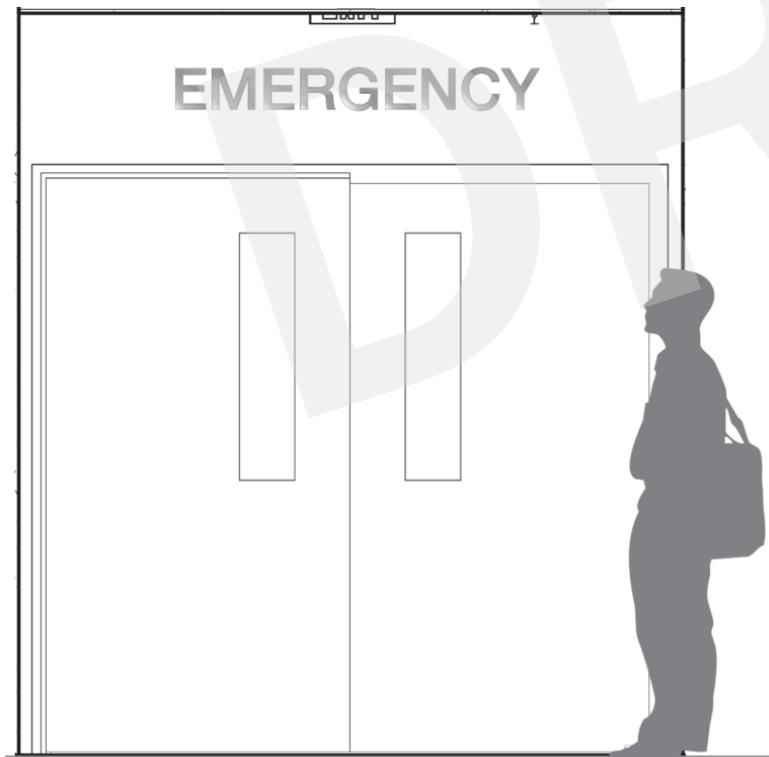
- Updateable ABA Insert
- Size: 8.5" x 8.5"
- Raised Characters and braille complying with ABA Accessibility Standards
- Color: Manufacturer's standard neutral selection
- Font Color: Black

DEPARTMENTAL IDENTIFICATION SIGNAGE

Sign Type C1 Dimensional Lettering



C1 - Example



Sign Type C1

Cut Plate Aluminum Graphics

- Copy Size: Varies, 1/4" thick
- Finish: Brushed Natural Satin
- Mounting: Aluminum studs and clear silicone adhesive. 1/8" spacers to be used to stand letters off the wall surface.

Alternate materials

Acrylic letters often offer advantages over traditional aluminum due to the following:

- Less expensive to fabricate than aluminum.
 - Very comparable "look and feel" to aluminum.
 - Much lighter in weight making them easier to install and/or repair.
- Typically, there is no need to stud mount except for unusual wall conditions.

Option A

- 1/4" thick acrylic with a metal laminate face (horizontal brushed).
- Returns painted to match aluminum laminate front.

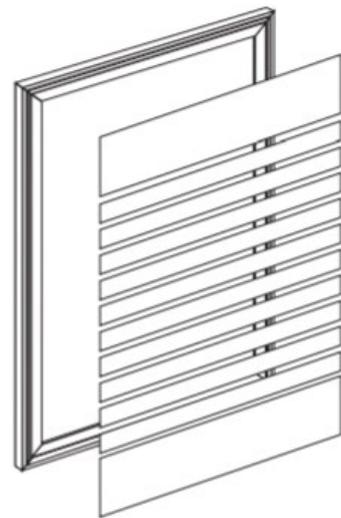
Option B

- 1/4" thick acrylic painted to match PMS 424u.
- If mounted to flush surface, use double-sided tape and clear silicone adhesive.
- For non-smooth surfaces, use aluminum studs and clear silicone adhesive.
- 1/8" spacers to be used to stand letters off the wall surface. Letters to have a clear matte polyurethane sealer applied for protection.

NOTE: Finish selections must be coordinated with SID and wall paint selections to ensure sufficient contrast and visibility.

DIRECTORY SIGNAGE

- Includes front of house and back of house directories.
- Directories shall include multiple inserts for ease of change and replacement
- No visible fasteners
- Sizes vary depending on facility type and location
- Include wayfinding colors/graphics to orient patients and staff
- Mechanically fastened
- Inserts include acrylic with subsurface graphics or clear acetate
- Orientation maps are not to be included on these sign types. This type of information is provided through digital directories that are procured as a personal property equipment item.



Quantity and layout of inserts is project specific. Graphic shown is for reference only.



D1b - Example

Staff Use ONLY		LEVEL 1
		E7 Elevator
Service	Level	Location
Admissions	1	Hospital
Cafeteria	G	Hospital
Cardiology / Pulmonary	2	Clinic
Chapel	1	Hospital
Clinic Administration	3	Clinic
Command Suite	3	Clinic
Dermatology	2	Clinic
Education & Training	G	Hospital
EMERGENCY	1	Hospital
ENT / Audiology	2	Clinic
Gift Shop	1	Hospital
ICI	3	Hospital
Information Management	G	Hospital
Inpatient Behavioral Health	1	Hospital
Lab	1	Hospital
Labor & Delivery	2	Hospital
Medical Records	1	Clinic
Ophthalmology	2	Clinic
Optometry	2	Clinic
Orthopedics / Podiatry	1	Clinic
Outpatient Behavioral Health	2	Clinic
Patient Experience	1	Clinic
Patient Rooms 301-3XX	3	Hospital
Pharmacy	1	Clinic
PT / OT / Chiropractic	1	Clinic
Preventative Medicine	2	Clinic
Primary Care Medical Home	1	Clinic
Radiology	1	Hospital
Security	1	Hospital
Surgery Clinic	2	Clinic
Surgical Services	2	Hospital
Women's Health	2	Clinic

D1c - Example



D1a - Example

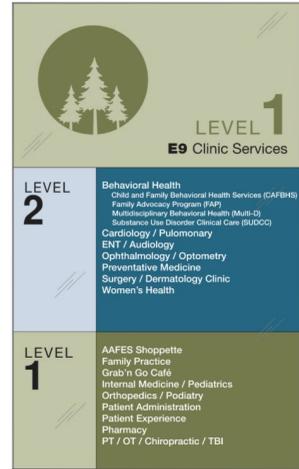
DIRECTORY SIGNAGE

Sign Type D1a and D1b

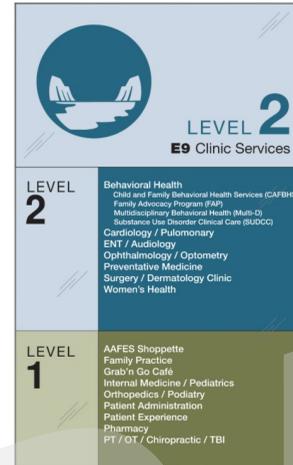


D1a - Example

Level G / Wild Flowers



D1b - Example



Sign Type D1a

Primary Visitor Elevator Directory

- Size: Example shown is nominally 96" x 36" x 0.5"
- Large scale design appropriate for Community Hospitals and Medical Centers
- Incorporates wayfinding colors and graphics to assist patients and visitors
- Sign features 10 separate inserts
- Identifies departments by floor and area of the building (Clinic/Hospital)
- Inserts are printed 1/8" acrylic, easily installed and removable within the frame
- No visible fasteners

Sign Type D1b

Secondary Visitor Elevator Directory

- Size: Example shown is nominally 34" x 21" x 0.5"
- Appropriate for secondary locations within Community Hospitals, Medical Centers, and for smaller facilities
- Incorporates wayfinding colors and graphics to assist patients and visitors
- Sign features 5 separate inserts
- Identifies departments by floor and area of the building (Clinic/Hospital)
- Inserts are printed 1/8" acrylic, easily installed and removable within the frame
- No visible fasteners
- When used in conjunction with D1a, follows same aesthetics



DIRECTORY SIGNAGE

Sign Type D1c Directory

Staff Use ONLY		LEVEL 1 E7 Elevator
Service	Level	Location
Admissions	1	Hospital
Cafeteria	G	Hospital
Cardiology / Pulmonary	2	Clinic
Chapel	1	Hospital
Clinic Administration	3	Clinic
Command Suite	3	Clinic
Dermatology	2	Clinic
Education & Training	G	Hospital
EMERGENCY	1	Hospital
ENT / Audiology	2	Clinic
Gift Shop	1	Hospital
ICU	3	Hospital
Information Management	G	Hospital
Inpatient Behavioral Health	1	Hospital
Lab	1	Hospital
Labor & Delivery	2	Hospital
Medical Records	1	Clinic
Ophthalmology	2	Clinic
Optomology	2	Clinic
Orthopedics / Podiatry	1	Clinic
Outpatient Behavioral Health	2	Clinic
Patient Experience	1	Clinic
Patient Rooms 301-3XX	3	Hospital
Pharmacy	1	Clinic
PT / OT / Chiropractic	1	Clinic
Preventative Medicine	2	Clinic
Primary Care Medical Home	1	Clinic
Radiology	1	Hospital
Security	1	Hospital
Surgery Clinic	2	Clinic
Surgical Services	2	Hospital
Women's Health	2	Clinic

D1c - Example

Sign Type D1c

Staff Elevator Directory

Updateable With User Printed Acetate Inner Insert

Mounting per manufacturing instructions

Holder Size: Example shown is nominally 17" x 11" x 0.5"

Graphics Assembly

Clear Lens Protective Outer Insert

- Non-Glare PETG, Acrylic, or similar material

Header

- Size: 2.5" x 11"
- Header background color per identified wayfinding colors

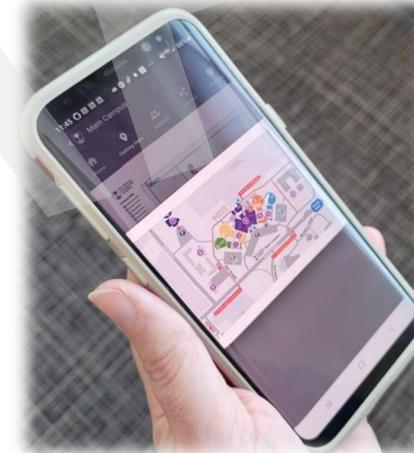
Sub Insert/Background Insert

- Size: 17" x 11"
- Color: Manufacturer's standard neutral selection
- Department Listing to be Printed on Clear Acetate
- Copy size varies and is determined by department listing, provided by customer

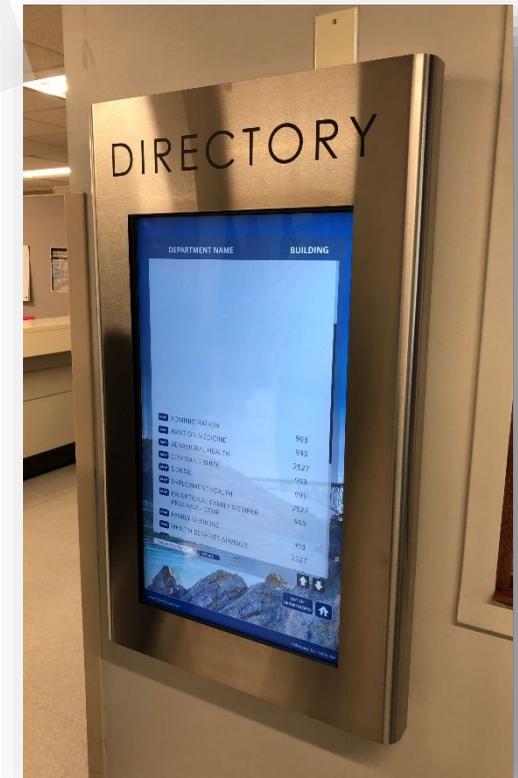
DIRECTORY SIGNAGE

Digital

- Includes digital directories at main entrances and major intersections.
- Directories shall orient and digitally direct patients and visitors to various destinations or services throughout the facility using the following:
 - 2D or 3D maps (may be interactive)
 - Animated paths and Legends
 - Branded designs
 - At-a-glance views
 - “You Are Here” markers
- Size of directories vary depending on facility type and location.
- Directories are updated easily, and digital information can be transferred to mobile devices.
- Directories may include informational messaging (i.e., flu shots, blood drives), images, videos and graphic art in addition to directory information.
- Digital directories are installed as wall-mounted or freestanding units (kiosks).
- Digital content is managed by content management system/software and are displayed throughout facility (preferably on LED screens).
- Includes wayfinding colors and graphics to help orient patients and staff.
- Digital directories must comply with cybersecurity requirements.

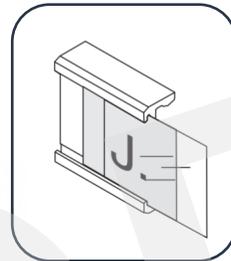


Various examples shown of digital directories and integration with mobile devices.

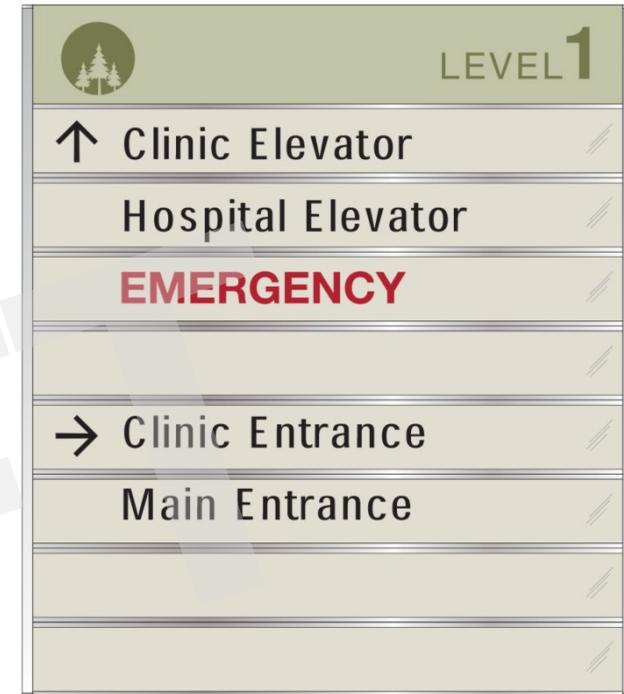
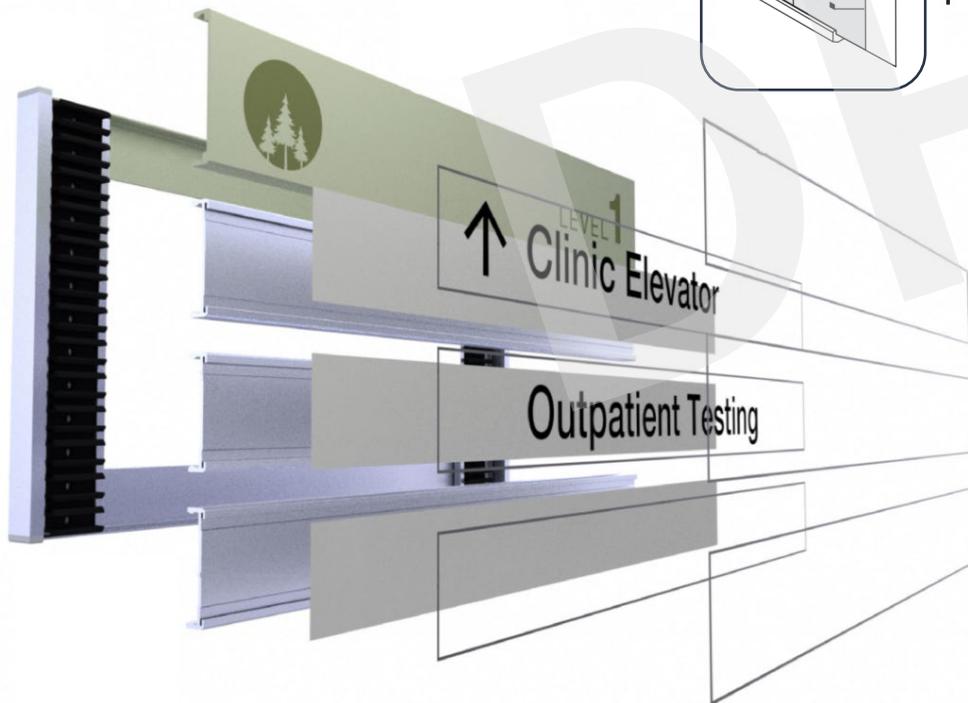


DIRECTIONAL SIGNAGE - WALL MOUNTED

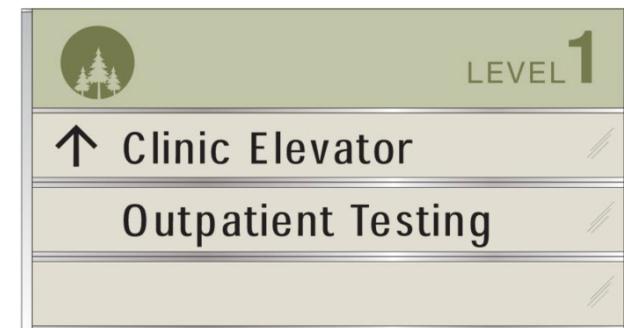
- Signage shall include multiple inserts for ease of change and replacement
- Include wayfinding colors/graphics to orient patients and staff
- Quantity of message strips is facility and location specific
- Mechanically fastened
- Message strips include background color insert, clear acetate insert with printed text, and protective clear overlay lens
- Configuration shall accommodate at least one additional directional insert slot per directional arrow



Insert slot: Printed middle insert & protective outer insert



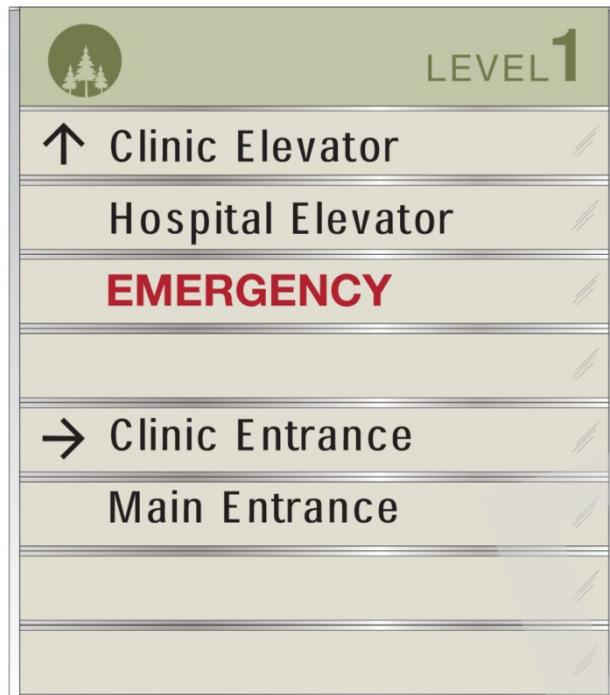
Directional with 8 message strips



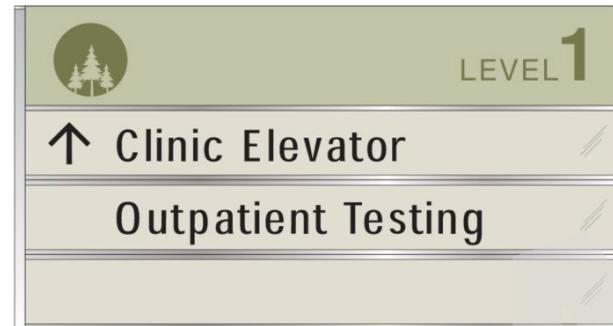
Directional with 3 message strips

DIRECTIONAL SIGNAGE - WALL MOUNTED

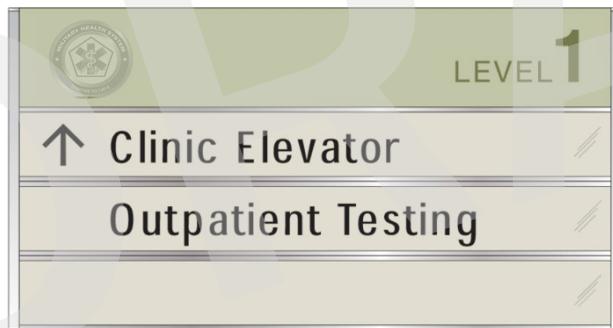
Sign Type D2a and D2b Visitor Directional



D2a - Example



D2b - Example



D2b - Example with MHS Seal.

Sign Type D2a & D2b

Primary Visitor Directional with message strips

Mechanically Fastened

D2a/D2b Holder Size: Examples shown are nominally 14.5" x 0.5". Height varies as needed.

Holder Profile Shape: Square

Holder: Aluminum holder with changeable bands

Header Insert

- Subsurface Digitally Printed Graphics for durability
- Size: 2-3/8" x 14"
- Wayfinding graphic or MHS Seal: 1.75" diameter
- Color: To match Wayfinding Level/Department color

NOTE: MHS Seal is currently under review at DHHQ, confirm use of branding elements with the DHA Interior Designer.

Directional Insert Slots:

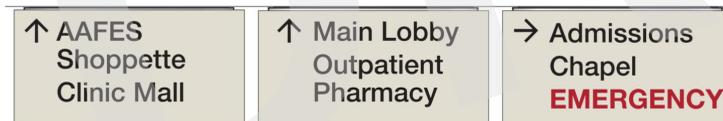
- Size: 1.75" x 14"
- Clear Lens Protective Outer Insert
 - Non-Glare PETG, Acrylic, or similar material
- Middle Insert
 - Acetate Insert with printed graphics/text
 - Color: Clear
 - Font Color: Black
- Sub Insert/Background Insert
 - Color: To match Wayfinding color or Manufacturer's standard neutral selection

DIRECTIONAL SIGNAGE – CEILING MOUNTED OVERHEAD

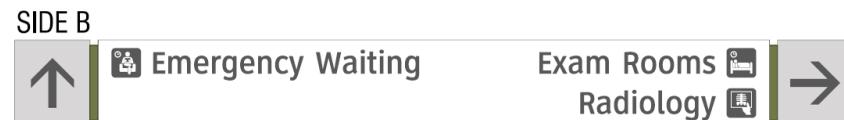
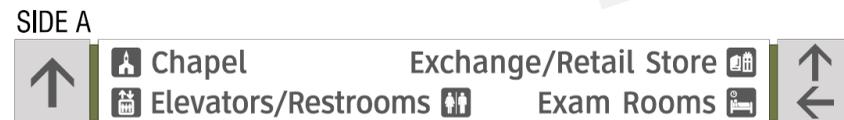
- Ceiling-mounted directional signs must be included in signage packages where appropriate to the facility type and in accordance with UFC 3-120-01.
- Ceiling-mounted bay identification signs are utilized when bays, cubicles, or single-patient rooms are without adjacent wall space and/or require visibility from longer distances.
- Sizes vary depending on facility type, location, required text
- Text height varies, 2” minimum. Text height must be adequate for the distance at which the sign will be read
- May also include graphics
- Sign, graphic, and text colors match all other interior signage



Example. Ceiling Mounted Overhead Directional



Side B



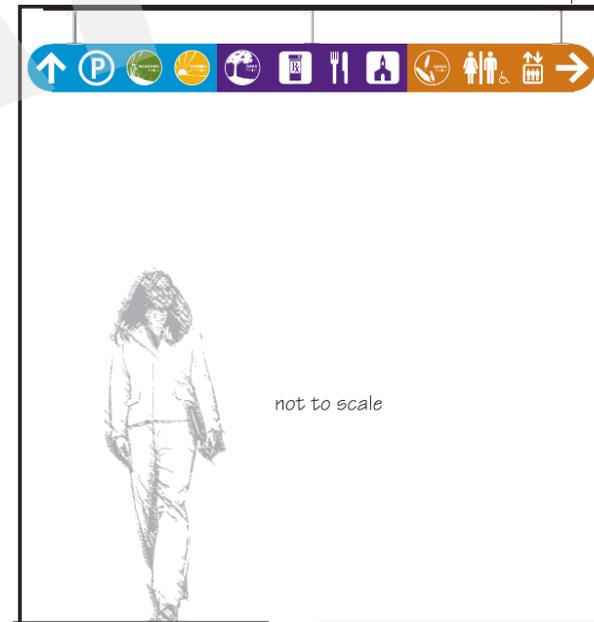
Example of Double-sided text



Example. Ceiling Mounted Projection Sign



Example. Ceiling Mounted Bay/Cubicle ID



Example. Ceiling Mounted Directional with Graphics

FIRE EVACUATION - MAP HOLDER

Sign Type E1



E1 - Example



E1 - Example with MHS Seal.

Sign Type E1

Fire Evacuation Map Holder

User Printed Acetate Inner Insert

Mechanically Fastened

Holder Size: Example shown is nominally 10.5" x 11" x 0.4"

Holder Profile Shape: Square

Graphics Assembly

Clear Lens Protective Outer Insert

- Non-Glare PETG, Acrylic, or similar material

Header

- Size: 2.5" x 11"
- Header background color per identified wayfinding colors
- Wayfinding graphic or MHS Seal: 1.5" diameter

Sub Insert/Map

- Size: Approximately 8.25" x 11"
- Color: Manufacturer's standard neutral selection
- Map art to be created by successful Vendor
- Map orientation: oriented according to location of viewer

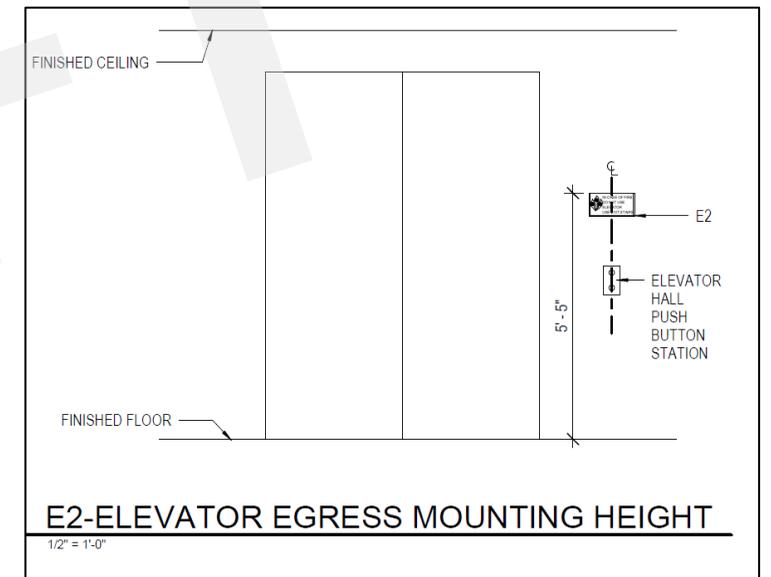
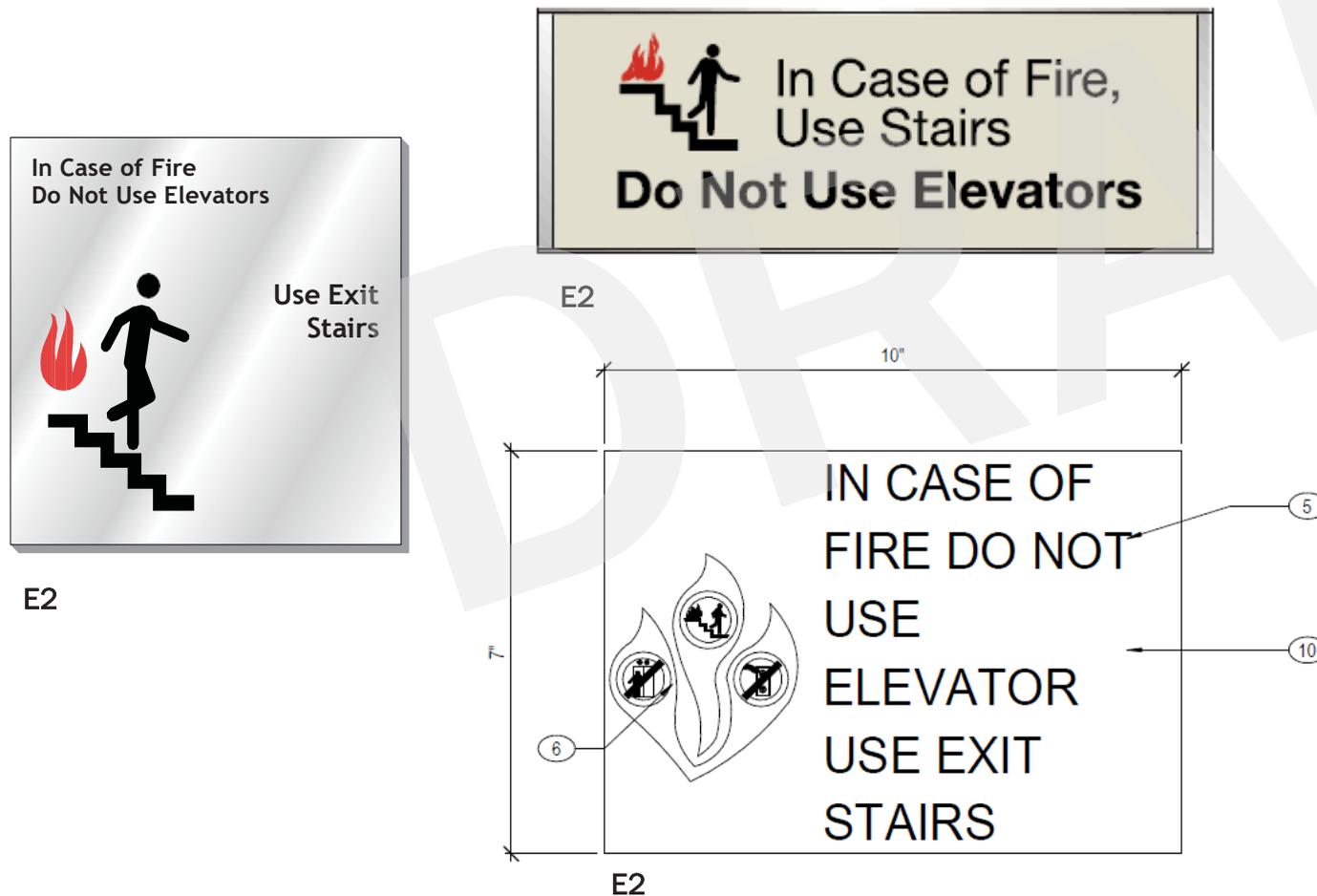
Note: Digital template floor plan map artwork to be provided by the Graphic Designer and custom modifications (you are here, evacuation route, etc.) for each map location to be provided by the Sign Contractor. Each map must be customized and oriented appropriately according to the wall surface where it is to be mounted.

FIRE EVACUATION – ELEVATOR SIGNAGE

Sign Type E2 “In Case of Fire”/Elevator Message

- Include this sign type when not provided by elevator vendor
- Sign, graphic, and text colors match all other interior signage

Examples of E2 Signage below:



Example. Mounting height of E2 Signage

REGULATORY MESSAGE

Sign Type F1 – Restricted Area



F1 - Example



F1 – Examples of additional messages

Sign Type F1 Restricted Area Warning

Vinyl Tape / Silicone Mount

Holder Size: Example shown is nominally 8.5" x 8.5" x 0.4"

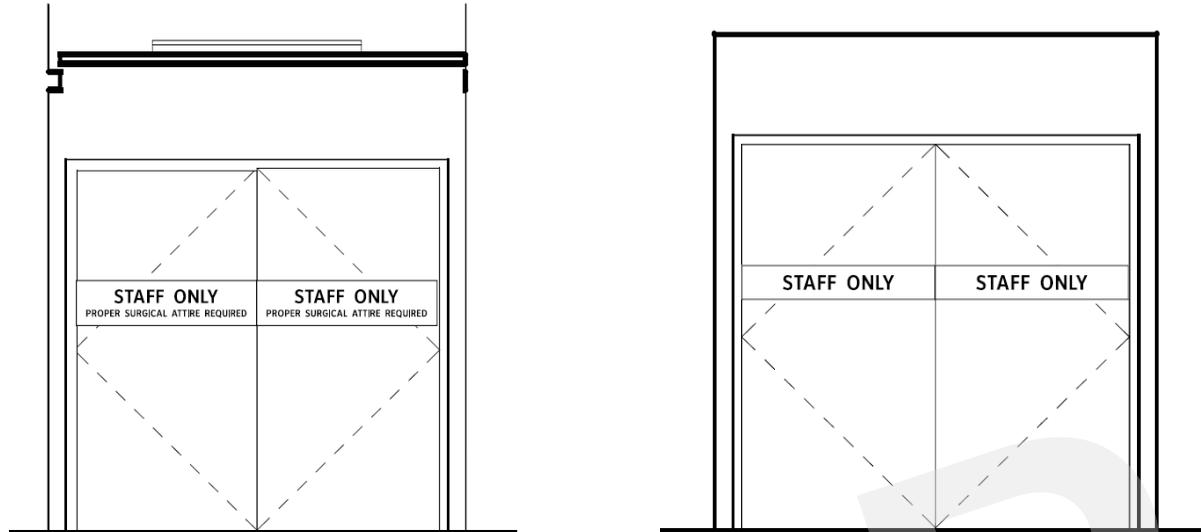
Insert

- Non-Glare PETG, Acrylic, or similar material
- Size: 8.5" x 8.5"
- Color: Manufacturer's standard neutral selection
- Font Color: Black
- Symbol: Varies

Verbiage varies per location. Sign type also used at "Staff Only Proper Surgical Attire Required" locations.

REGULATORY MESSAGE

Sign Types G1a and G1b – Staff Only Elevator Signage



G1a – Examples, Elevator Cab Doors (lobby side)

Sign Type G1a

Elevator Cab Doors – Staff Only

- Surface applied vinyl graphic and text to indicate staff only on the lobby side of elevator cab doors
- Surface applied vinyl is to be high contrast with finish of cab doors
- Surface applied vinyl to be installed on both doors and at the same height

Sign Type G1b

Elevator Call Button – Staff Only

- Plaque sign with high contrast text to background
- Plaque sign to be placed above the elevator call buttons
- Sign does not require raised letters and braille

Staff Only



G1b – Example, Elevator Call Button

FACILITY MANAGEMENT DOOR TAG

Sign Type H1

Sign Type H1

Facility Management Door Tag

Overall Size: 1" x Varies x 1/16" thick

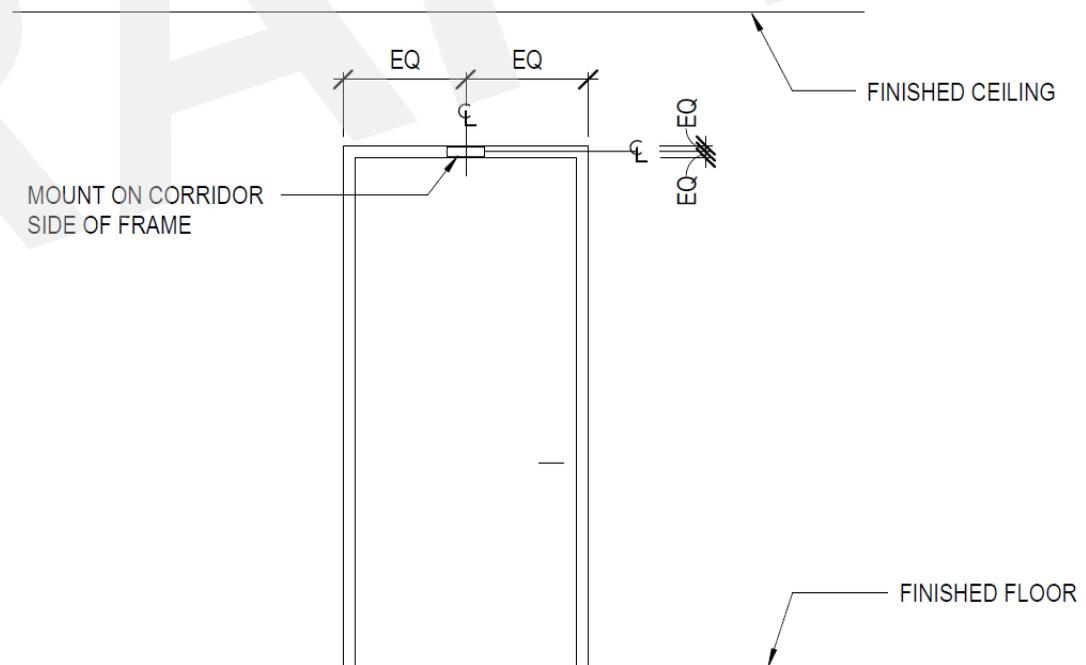
Color: Manufacturer's standard neutral selection

Font Color: Black

For locations within Inpatient Behavioral Health departments, signs shall be the same construction as all other Behavioral Health Signage.

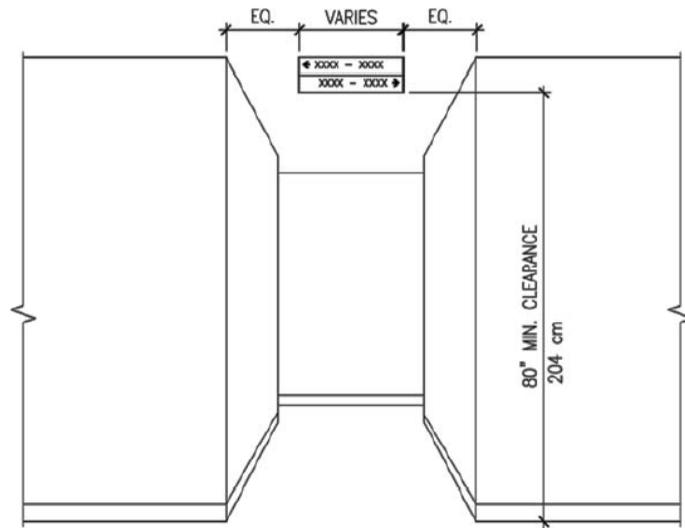


H1 - Example

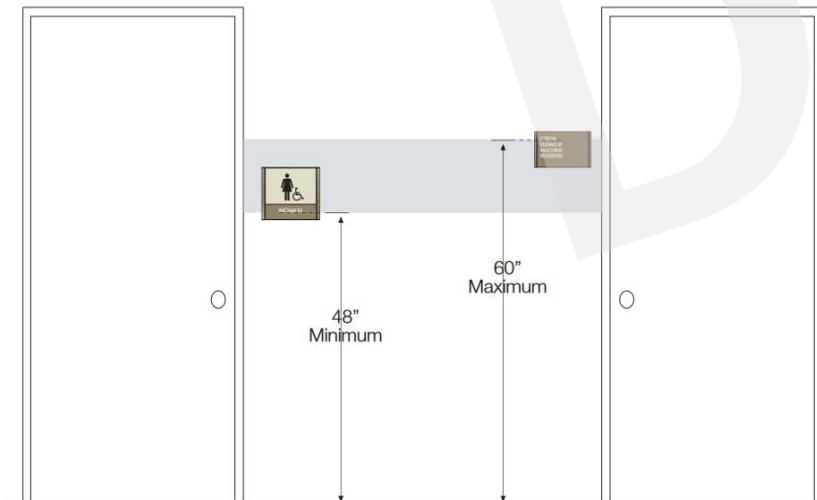


Mounting: Centered on top of door frame

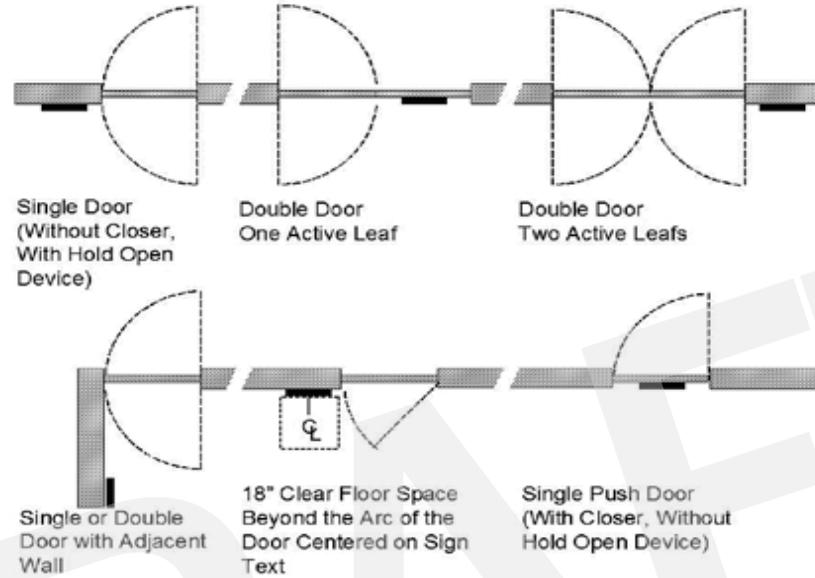
MOUNTING & INSTALLATION REQUIREMENT



Overhead Signage – Placement of signs must not obscure or interfere with sightlines to Exit or Emergency signage.



Room Identification Signage



Mounting Instructions:

Mounting options will vary with each sign type. Refer to UFC 3-120-01 and current ABAAS requirements regarding sign mounting heights.

Installation Information:

Where a tactile sign is provided at a door, the sign shall be located alongside the door, on the latch side.

Where a tactile sign is provided at double doors with one active leaf, the sign shall be located on the inactive leaf.

Where a tactile sign is provided at double doors with two active leaves, the sign shall be located to the right of the right-hand door.

Where there is no wall space at the latch side of a single door or at the right side of double doors, signs shall be located on the nearest adjacent wall.

NOTE: Except for Regulatory Message signs, no signage shall be fastened to any movable doors within the facility.

For in-house projects only: In order to ensure compliance with all codes and regulations, all signage requirements must be approved by the Facility Management Department (to prohibit DIY postings).

It is recommended that the Facilities Management Department issue policy directives on signage and postings for the facility, to deter the creation and placement of “paper” signs within the facility.