

Facility Audit Form

Use this form to perform a patient experience audit of your facility. Like a new patient would, start by examining the outside of the facility, and then go inside. Go through this checklist to see which of these characteristics accurately describe this service site, and feel free to make extra notes about what you see. If some features do not apply to this service site (e.g. hedges), simply cross it off the list. If you notice other things that are not included in this list, such as strange sounds or smells, be sure to note them for later discussion.

FACILITY AUDIT	Yes	No
Building & Parking		
The service site is easy to see from the street.		
The entrance is obvious to first time patients.		
The building looks well maintained on the outside.		
The signs for the service site are visible at night.		
The parking area is well maintained.		
The parking area is well-lit at night.		
The service site's hours and phone number are posted clearly and accurately outside.		
There is an emergency phone number posted clearly outside.		
Plants and Grounds		
The trees and plants around the building add to the attractiveness of the building.		
The planted areas are free of trash.		
The planted areas are free of weeds.		
The hedges are trimmed.		
Clinic Entrance		
The entrance area is clean.		
The entrance area is inviting.		
The front door is in good working condition.		
The front door is free of scratches, scuffs, and tape marks.		

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FACILITY AUDIT	Yes	No
Staff and Staff Areas		
The staff work areas are tidy.		
The offices are free of clutter.		
All boxes and items are stored in appropriate places.		
All staff members wear name tags.		
Atmosphere		
The facility has a comfortable temperature.		
The bathrooms are clean and well supplied.		
Waiting Area		
The floor in the waiting area is in good condition (free of spots, stains, and scuffs).		
The windows are clean and in good condition.		
The walls are clean (free of scuffs, fingerprints, and tape).		
The color of paint on the walls reflects a professional environment.		
The paint on the walls is in good condition.		
The decorations on the walls are appropriate for a professional healthcare environment.		
The ceilings and light fixtures are clean (free of grime and cobwebs).		
The indoor plants and containers are healthy and attractive.		
The furniture is clean.		
The furniture style is appropriate for a professional healthcare environment.		
The chairs and couches are comfortable.		
The racks of educational material are tidy and well supplied.		
The magazines offered are appropriate for clients.		
The reading material offered is in good condition (free of tears and stains).		
The magazines available are up to date (less than a year old).		
The programming that is on the TV is appropriate for all audiences.		
The volume of the TV or radio is at an appropriate level.		
The comment box is stocked with paper and pens.		



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Signage		
The way to get to the exam rooms is clearly labeled.		
The way to get to the restrooms is clearly labeled.		
The way to get to the check-out counter is clearly labeled.		
The place where urine samples should be placed is clearly labeled and easy to find.		
Exam Rooms		
The floors in exam rooms are in good condition (free of spots, stains, and scuffs).		
The walls are clean (free of scuffs, fingerprints, and tape).		
The color of paint on the walls reflects a professional environment.		
The paint on the walls is in good condition.		
The decorations on the walls are appropriate for a professional healthcare environment.		
The ceilings and light fixtures are clean (free of grime and cobwebs).		
The reading material offered is in good condition (free of tears and stains).		
The magazines available are up to date (less than a year old).		

Notes

