

What Makes A Wayfinding System Successful?

✓ *Cohesive Pre-Visitation Info*

Including online maps, appointment letters and conversations with staff

✓ *Clearly Identified Spaces*

Such as parking lots, buildings, primary corridors, elevators and departments

✓ *Orientation Plans*

Well-placed floor plans & maps that are legible and simple to understand

✓ *Progressive Disclosure*

General-to-specific information flow

✓ *Clarity of Message*

Unambiguous language & common vernacular

✓ *Proper Typography*

Legible text with consistent layouts and proper kerning

✓ *Environmental Cues*

Such as landmarks, graphics and architectural features

✓ *Ease of Updatability*

Ensuring accurate & meaningful information

Facility-Wide Benefits of Wayfinding



Productivity

Thousands of hours can be saved with better wayfinding each year by reducing the need for staff to help people find their destinations.

Health & Wellness

The reduction of confusion and anxiety helps create an environment of care that promotes healing for patients and confidence for staff.



Reduced Costs

Facilities can lose hundreds of thousands of dollars per year from late appointment arrivals and other costs related to poor wayfinding.

Patient Satisfaction

Improving the experience of navigating your facility leads to greater overall patient satisfaction and improved quality of care.

