U.S. Department of Veterans Affairs
Office of Construction & Facilities Management
Office of Facilities Planning
Facilities Standards Service

STANDARDS ALERT

APRIL 30, 2025
003C2B-SA-025

PACT Exam Room / Consultation Room Door Hardware and Room Staff Indicator

BACKGROUND:

The Department of Veterans Affairs (VA) implemented a standard design and planning layout, termed the 'PACT Space Module', to support the delivery of Primary Care in 2013/2014. This layout uses a concept referred to as 'On-Stage / Off-Stage', providing a centralized Teamwork Area flanked on each side by Exam / Consult Rooms. The Teamwork Area is a staff only area.

In this physical layout the Exam / Consult Rooms each have two doors. One door provides access from the Patient corridor (On-Stage) to these respective rooms; the second door provides access for staff to/from the Teamwork Area (Off-Stage).

A concern of staff working in the centralized Teamwork Area, is that Veterans / Patients / Visitors, in the Exam or Consult Room, can gain access to the Teamwork Area (staff only area) without knowledge of staff working in the area.

This Standards Alert also provides guidance regarding a Room Status Indicator to be located on the wall adjacent to the door that provides access to the Teamwork Area from the Exam Room or Consultation Room.

ISSUES:

1) A standard for the hardware types for Exam / Consult Rooms with two doors has not been fully described and specified, to date. All facilities designed and built, utilizing the PACT Space Module have interpreted the need and developed a solution to address the door hardware / locking function locally.

2) A standard for a Room Status Indicator has not been fully described to date. A variety of approaches have been developed as facilities have been designed and built. This Standards Alert serves to recommend a standard approach for this function for all future facilities.

DISCUSSION:

1) Veterans Health Administration (VHA) Program Offices, VA Medical Centers (VAMC) project teams and designers are obligated to our Nation's Veterans to support the Department's

mission through development and application of Standards as a basis for disciplined planning, design, construction, and retrofit of VA facilities. Planning, Design, and Construction Standards are published in the VA Technical Information Library (TIL) (www.cfm.va.gov/TIL). This Door Hardware information is issued as a Standards Alert (SA) in order to disseminate the information across the VA enterprise to all stakeholders.

2) In consultation with the following VHA Program Offices: Office of Primary Care, Office of Mental Health Services, Women Veterans Health, the Office of Healthcare Engineering and Office of Construction and Facilities Management the following Standard for door hardware function for the Exam / Consult Rooms containing two doors and in the PACT Space Module arrangement has been established.

3) In conjunction with this Standard for door hardware the entities indicated in #4 above also concur that a Room Status Indicator as discussed in Item #11 below be installed adjacent to the Exam Room and Consult Room doors.

NEW STANDARD(S):

1) VA Planning, Design and Construction Standards (PDC) are required to be used as a basis of design for all new, renovation and retrofit projects. The following provides information for the basic Standard for planning and specifying door hardware for Examination Rooms and Consultation Rooms, which contain two doors per room and for the Room Status Indicator.

2) Patient Corridor Entry to Exam or Consult Room: Hardware Set, HW-2L: mortise lock ANSI/BHMA F02 Privacy; latch bolt operated by lever from either side. Dead bolt operated by thumb turn on the inside of the room and by a key or similar device for emergency release from the Patient corridor side Dead bolt retracted by inside lever for exit by room occupant. Lockset installed so that thumb turn is on the exam or consult room side.

   When the room is not in use, this is the lock to be used to secure the room and prevent access into the staff area via the room. This secures the Examination and Consult Rooms containing computers, equipment, and supplies when the room is not in use. The Teamwork Area is also secured with this function during the day and at the end of each day.

3) Teamwork (staff) Area access to Exam or Consult Room: Hardware Set, HW-3A:
   a) Hardware based occupancy toggle visible to Teamwork Area.
      i) Wall flag status indicator mounted on wall adjacent to the door.
   b) Lock on Staff side to secure room. No privacy function inside of room.
      i) Not automatic locking.
      ii) Manual lock – no PIV card access.
   c) Include Exiting directions on Public/Patient door interior, for clarity and to direct movement away from Staff core.

4) Hardware Standard Sets: HW-2L and HW-3A: (see PG-18-01, Master Construction Specifications and PG-18-14 Room Finishes, Door, and Hardware Schedule). See Attachment A, attached hereto.

5) Room flags communicate the room status, the services required in the room, and/or the location of staff. The hinge pennant system mounts outside the room adjacent to the door and signal its status according to a color code, established for each color. The room status indicator can be supplied with various combinations of the number of pennants (2, 4, 6, 8) and colors, to be determined by the specific facility to meet the needs of its operations. Attachment B, attached hereto, is provided as an example of the Room Status Indicator.

CONTACT: Gary Fischer, (202) 870-2802, gary.fischer@va.gov
Jessica Lemmon, (814) 780-2535, jessica.lemmon@va.gov

Attachment A - Door Hardware PACT Exam/Consult Room

CORRIDOR TO ROOM HW-2L

Hinges	QUALITY AND TYPE AS REQUIRED
1 Privacy Lock	F02-THUMBTURN ON ROOM SIDE
3 Silencers Ea. Door	L03011
1 Mop Plate @ Corridor Side	J103

STAFF SIDE TO ROOM HW-3A

Hinges	QUANTITY & TYPE AS REQUIRED
1 Office Lock	F04-MOD WITH OCCUPANCY INDICATOR & THUMBTURN ON STAFF SIDE
3 Silencers Ea. Door	L03011
1 Kick Plate	J102

Attachment B - Room Status Flags

Showing results for "**Exam room flags**"

4 products

Exam room flags communicate the room status, the services required in the room, or the location of medical staff. Also known as room status flag systems, these hinged pennants mount outside of a room and signal its status according to a designated color code.



Primary-Colored Exam Room Flags



Contemporary-Colored Exam Room Flags

Primary-Colored Exam Room Flags



These flags have primary colors for a bold yet traditional look to signal the status of an exam room.



VENDOR Room Status Signaling Flag: 6 Flags, Black/Blue/Green/Red/White/Yellow