

[NHPH Brand Bureau Public Space Experience](#)[UCSF Medical Center Formulary](#)[Wayfinding in UCSF Signage Standards Manual](#)[7 Principles of Universal Design Ergonomics and Human Factors Program](#)[Clinical Sciences Building Glass Film Standard](#)

Health > Public Spaces

Lobby



FUNCTION

Lobbies are central hubs for information, welcoming stations, and wayfinding points in health care campuses. They can be found either at the entrance of buildings or within departments.

Lobbies provide a comfortable environment for visitors, patients, and staff members, typically equipped with accommodating seating areas. Additionally, lobbies serve as security checkpoints to register visitors and ensure the safety of campus occupants.

Besides functional aspects, the lobby also plays an aesthetic role in setting the campus identity and creating a calming atmosphere. A well-designed lobby helps to ease the stress and anxiety of those entering the health care campus.



SPATIAL COMPONENTS

- Programmatic elements to include: vestibule, security station, waiting areas with seating, proximity to restrooms, nourishment options, and a reception desk.
- Visually balance engaging features or signage without overwhelming sensory stimulation.
- Incorporate the ability to adjust to multiple levels of occupancy.
- Celebrate primary features of the lobby, such as a staircase, to increase their use when applicable.
- Comfortable, adjustable seating can create a welcoming ambiance for patients and visitors.
- Consider equipping lobby spaces with amenities such as water dispensers, vending machines, charging outlets, and Wi-Fi access.



LESSONS LEARNED

- Elevator vestibules provide an ideal place for notes and bulletins.
- Develop wayfinding, art, and donor recognition together early in the design process to ensure integration with the architecture of the space.
- Consider UCSF branding in the reception space; unifying neutral colors should complement the UCSF brand colors.
- Incorporate art graphics that are inclusive, welcoming, and give visual cues for wayfinding.
- Address the location of signage and create standardized zones for wayfinding information and bulletins.
- Create an alternate fast-track entrance for health care providers and staff that allows for seamless entry and ID scanning.

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Craft features that are welcoming and inspiring



EXPERIENTIAL QUALITY

Welcome diverse groups

- Create open spaces that promote transparency and accessibility for everyone.
- Ensure that social gathering spaces are inviting, and that wayfinding is easy to facilitate seamless traversal of the space.

Consider branding and IT integration

- Designate a location to recognize donors and establish campus identity. Consider how interactive technology can be used to showcase UCSF's achievements.
- Integrate display technology into interior architecture to enhance user engagement.

Rethink the ground floor to include community

- Offer a primary gathering location that also serves as a clear pathway to the next destination.
- Consider flexible furniture solutions that can adapt to unpredictable circumstances and serve multiple functions, such as a screening checkpoint or social gathering space.
- Increase visibility and porosity between the lobby and the exterior environment on the ground floor. The lobby should be visible from the outside as a wayfinding point for patients and as a public-facing image of UCSF.



MATERIALITY

Floor

- Lobbies are high traffic areas and require more durable finishes. Consult UCSF maintenance standards and check floor specifications against materials used in other lobbies on UCSF campuses.

Wall

- Maximize transparency and visibility between the lobby and streetscape by utilizing glass.
- Choose quality finishes that are rich in character and easy to maintain.

Ceiling

- Consider the acoustic properties of the ceiling and the occupancy of the lobby space.