

## **Project Description/Narrative**

The Flaum Eye Ophthalmology office was designed within a new building shell nestled in a wooded lot in Webster, NY. The building shell was being planned and built as a separate project while the ophthalmology office space was being design. To add to the complexity of the project the demising wall was shifting to accommodate the adjacent fit-out project, and the shared Mechanical Room and IT Room grew late in design. Communication with all parties involved was the key to a successful project.

The shell fit-out successfully programmed two separate practices into one location. The new location allows efficient care of both adult and pediatric patients and their families. Collaborating with staff, the Dwyer Team employed working sessions to create a functional layout addressing the needs of each practice and function within the facility. The detailed programming took adjacencies and the nature of each patient visit into consideration allowing for efficient adult and pediatric testing, exam, and waiting tracks conducive for patient flow. The \*exam lanes require a precise design that revolves around the technical requirements of equipment. Exam lanes have specific lengths and widths and exact location for exam chairs and vision screens. The exam lane length changes for pediatric patients due to the perception of depth that is different than adult eyes.

During design development, the owner requested that parts of the office meet the requirements for an Article 28 space; requiring some additional codes be met and physical separations of spaces. The Optical Shop and associated spaces are non-Article 28 spaces while reception, waiting, and staff lounge can be shared spaces. Dwyer worked closely with the Department of Health on access to shared spaces and appropriate separation of Article 28 vs. non-Article 28 spaces.

\*Exam Lane – term used to define the exam room used for staff to conduct exams, tests, and meet with patients.

## **AIA's Framework for Design Excellence.**

### **Design for Economy:**

The Ophthalmology project in Webster, NY was successfully designed to combine two offices into one. This allows patients a central location for their Optometry needs, including the ability to see a specialist, if required, at the same office. Doctors find this new location convenient as they no longer must travel between two offices to see their patients. The Webster location offers an Optical Shop which provides glasses, contacts, and related services in all ranges and allows clients to shop without being a patient of the practice.

The design offers efficiencies from a client's perspective. The designed space effectively allowed the facility to include more revenue generating spaces in less square footage than some of their previous renovations. This location offers 12 adult exam lanes; 4 pediatric lanes; 6 diagnostic rooms; a laser room; contact lens dispensing & storage, separate pediatric waiting, an optical shop, and all the requires support spaces.

### **Design for Wellness:**

As a healthcare facility, the Flaum Eye Institute's priority is the safety and wellness of their patients and staff. Dwyer Architectural collaborated closely with the user group on the workflow of the space. Thought was put into how many steps staff would be taking between exam rooms; thus, doors and rooms were configured to take the least number of steps. Staff touchdown spaces were strategically placed to give staff breaks and multiple places to chart and print patient forms all while taking less steps. All adult exam lanes are laid out the same for staff efficiency and reduction of errors. Although daylight is optimal for many spaces, it is not for optical exam/diagnostic spaces or sub waiting for dilated eyes. Careful attention was paid to locating spaces that benefit from daylight along the perimeter and shifting the spaces that require darkness to the interior of the building.

### **Design for Discovery:**

The Ophthalmology project offered its share of challenges and lessons learned. This project included spaces designated as Article 28 and non-Article 28 spaces. Article 28 spaces require additional design elements as well as approval by the Department of Health. This created a challenge as the different designated spaces must stay physically separated and the staff and patient flow must abide by this requirement. Public spaces such as waiting and reception can be shared, allowing the space to work with both designated spaces. This project taught us the importance of using public areas to meet the requirements of a space that shares both designations.

The correct layout and staff flow in exam lanes is critical for the function of the room. Sufficient counter space for computers and documentation, as well as specialty drawers for optical equipment dictate the millwork design. The necessity of handwashing sinks and their placement are crucial. The precise location of the exam chair and vision screen are critical for the room to function correctly. Once the optimal layout is achieved, it can easily be repeated.

Through all the challenges the client has determined that they will use the Flaum Eye Institute Webster location design as a model for future offices.

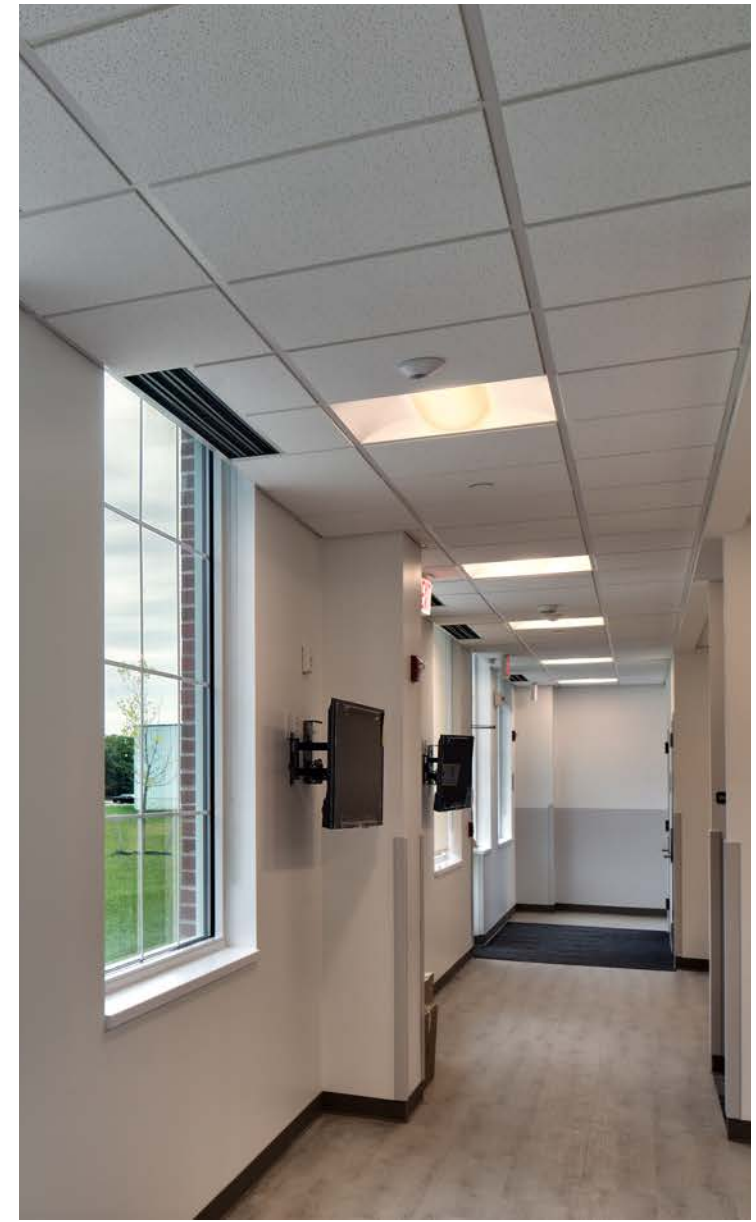
## **AIA Rochester Community Impact Award**

This project's community impact was its ability to fulfill a need in the community for all types of eye care. The fit-out of a new shell space allowed University of Rochester Flaum Eye Institute to combine two existing locations into a single location and provide full eye care services for the entire family. This new location allows patients the availability of three distinct examination types. Exams for pediatric patients, OD exams which are healthy eye exams and are completed by a Doctor of Optometry, and MD exams which are diagnostic exams completed by a Medical Doctor. The optical shop allows patients and non-patients a location to purchase glasses, contacts, and accessories. The floorplan design, with a perimeter corridor, allows for future expansion off the North end of the building with minimal disruption to the existing facility. The exam/diagnostic pods can continue to be repeated in an expansion as this practice continues to grow in the Webster community.

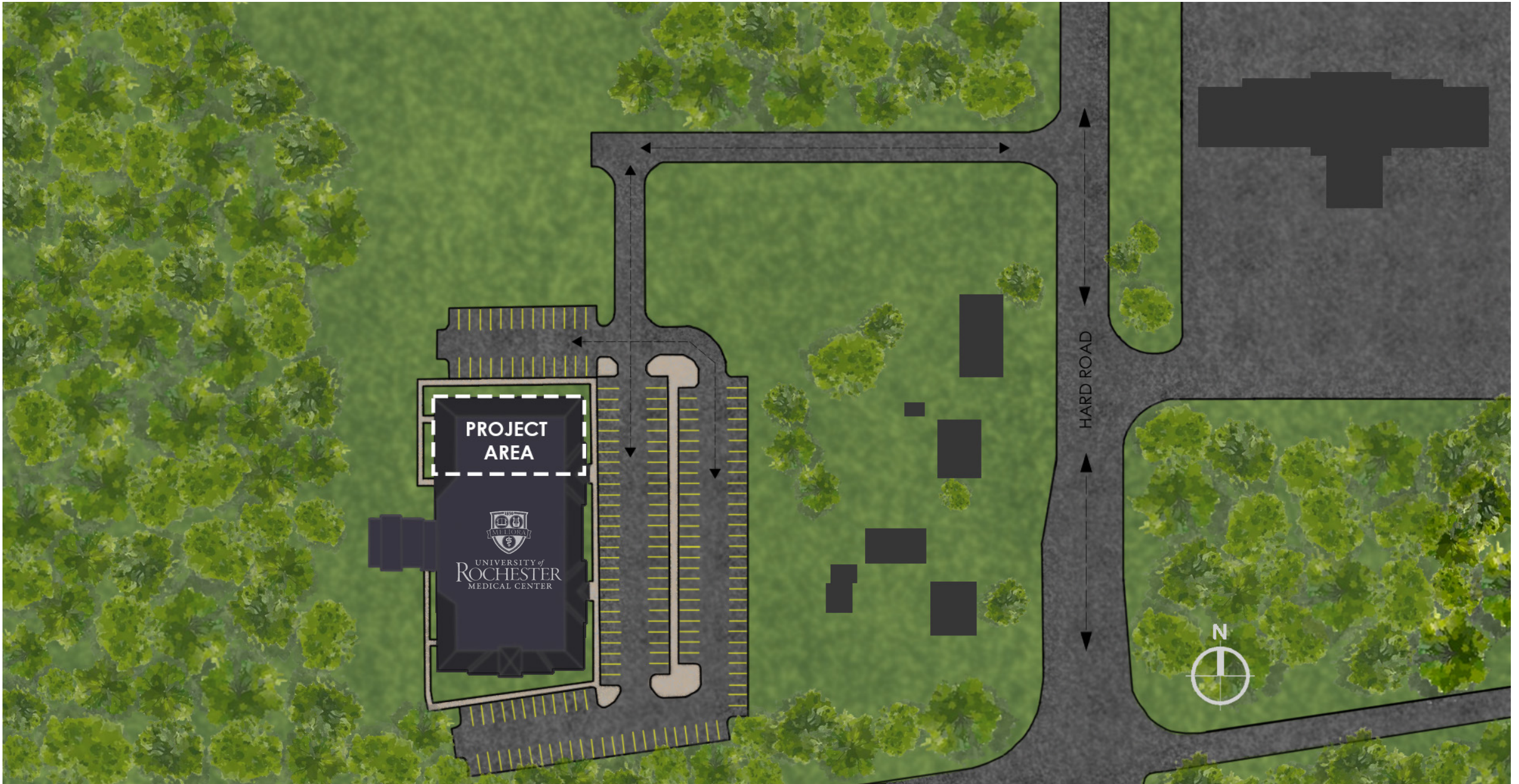
Working closely with the client to understand the patient's needs made it possible to create a space using finishes, aesthetics, flow, and natural daylight that is welcoming to members of the community. The main waiting room, reception desk and optical shop are open and bright. The OD and MD lanes are aesthetically pleasing, have carpet for a warmer feel, and tie into the overall feel and finishes, making it so community members want to make and keep their eye appointments, ultimately resulting in healthier eyes for all. Special attention was given to the Pediatric elements of the design, to make visiting the eye doctor less scary and clinical at an early age and to promote lifelong eye health. The overall feel of the space is warm, bright and homey, creating a welcoming community space that you just happen to get your eyes checked at. This project was so successful in meeting the goals of the client and project that it will be used as a prototype for future locations, thus impacting the eye health of those communities as well.



The shell of the project was in design while tenant improvement design was being finalized. Design challenges were resolved through coordination with the contractor. These included floor penetrations set prior to concrete being poured, changing size of the shared mechanical room, door/window opening locations, and the demising wall shifting location during the design phase.



The design pulls an abundance of natural light into the spaces by keeping corridors at the perimeter of the building benefitting circulation and staff spaces. Exam rooms that require total darkness are pulled to the interior to achieve total darkness.



The Flaum Eye Institute location in Webster, New York allows for easy access to route 104 and is in close proximity to the Towne Center shopping plaza in Webster. This location allowed them to combine 2 existing location into 1 "central" location.

**Patient & Staff Support**



- 1 Optical Shop
- 2 Optical Lab
- 3 Shared/General Waiting Room
- 4 Check In/Out
- 5 Vestibule
- 6 Staff Support
- 7 Staff Admin Area



**KEY**

- PATIENT SUPPORT AREAS
- STAFF SUPPORT AREAS

KEY

-  PEDIATRIC EXAM LANES
-  PEDIATRIC SUPPORT

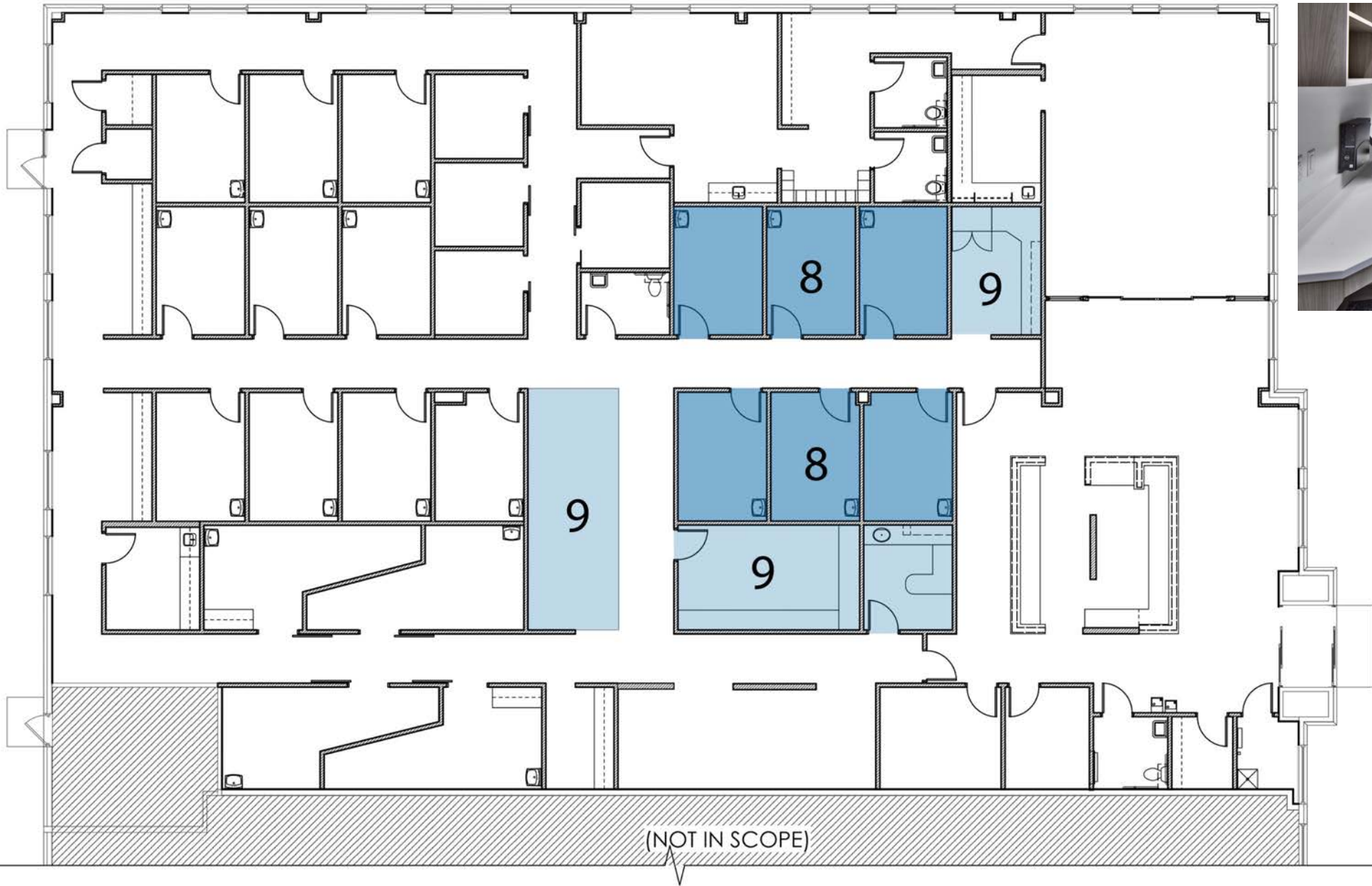
**Pediatrics**

12 Pediatric Exam Lanes

13 Pediatric Support Spaces







**KEY**

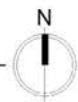
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OD EXAM LANES

OD SUPPORT

**Optometrists (OD)**  
 8 OD Exam Lanes  
 9 OD Support Spaces

(NOT IN SCOPE)





KEY

- MD EXAM LANES
- MD SUPPORT

**Ophthalmologists (MD)**  
 10 MD Exam Lanes  
 11 MD Support Spaces

(NOT IN SCOPE)





**KEY**

- SHARED SPACES
- NON - ARTICLE 28 SPACES
- ARTICLE 28 SPACES



(NOT IN SCOPE)



Within the Flaum Eye Institute Webster project there were spaces that required design standards to meet Article 28 initiatives adjacent to spaces that were non-Article 28. Article 28 spaces are approved by the Department of Health and have specific and stringent guidelines that affect layout, sizing, adjacencies and patient/staff traffic flow. Although shared spaces are acceptable, a clear and defined separation is required between Article 28 and non-Article 28 spaces.



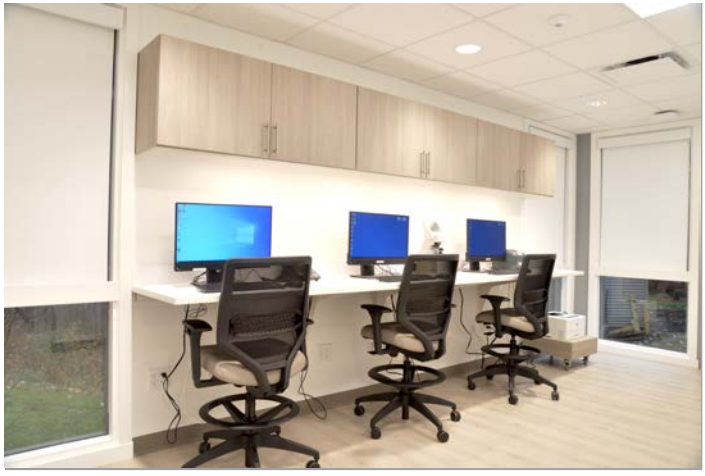
The UR Medicine Flaum Eye Institute includes three distinct waiting areas. The general waiting area is located at the entrance to the facility and also serves as the waiting room for the Optical Shop. The separate Pediatrics waiting area features a calming atmosphere for children and their families. The finishes in here are whimsical, yet durable and help with sound transfer, as well as being adjacent to the Pediatric Exam Lanes. The third waiting area is a sub waiting area used to station patients that have undergone a dilation procedure. This space is strategically located away from natural light as patient's eyes may be sensitive after a procedure.



Special consideration for pediatric patients and guardians allows staff to direct young patients through color coded exam rooms. Each of these colored exam rooms, associated to a sea animal of the same color, are equipped with sliding doors to accommodate young families, affording them a roomy and safe space. The dedicated pediatric waiting room introduces the aquatic theme with a digital fish tank to hold the attention of young patients while providing a sense of calm.



Barbara Wright Designs coordinated the design of the Optical Shop. Dwyer Architectural was able to tie in the finishes for the remainder of the Flaum Eye Institute with the pallet used for the Optical Shop, creating a visually cohesive environment for patients and staff.



The Flaum Eye Institute includes naturally lit support spaces for staff, providing them a relaxing environment to work and recharge.