

MARTIN'S POINT HEALTH CARE
Next Generation Medical Office Building
 Gorham, ME

Project Partners
 SMRT

Trends
 Collaboration
 Flexible Infrastructure
 Value-based care

Solutions
 Architectural Solutions
 Furniture

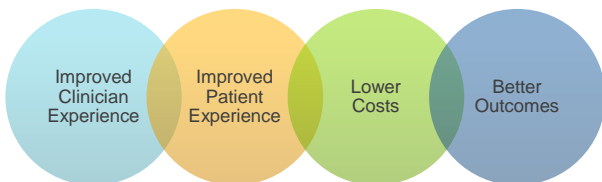


Warm & welcoming reception/waiting area
 Photos © trentbellphotography

The newest Martin's Point Health Care center embodies the future of ambulatory care.

The space design of the Martin's Point's "next generation" medical office building supports improving the patient experience and the team based care model. It also integrates Lean processes to facilitate patient care flow, better access to technology and more effective communication. With the healthcare reform act driving reduced costs, improving outcomes and treating an expanding population, this facility's design is in lockstep with the transition to larger primary care practices that are focused on continuous and coordinated care to drive the Quadruple Aim.

Quadruple Aim for healthcare.



Patient experience.

The rustic farmhouse décor in the reception/waiting room immediately sets the stage for a more personal care experience. Patients can settle in on comfortable sofas near the fireplace, but are not waiting long for their appointments as the number of exam rooms has doubled to 3-4 per care provider. Recognizing the need for more consultation, some exam rooms have been replaced by "talk" rooms. By reducing the square footage of each room and using sliding doors, more exam and talk rooms were included in the plan.

In tune with patient preference on how and when they receive care, the clinic not only offers extended hours and urgent care services, but it also provides alternatives to traditional office visits, like email consults, nurse visits, and phone or group visits. The new call center provides ongoing communication with patients, keeping them informed about upcoming appointments, prescriptions and wellness management.



Consultative "talk" room



Exam room