

Herman Miller

Emergency



From the back door to the front door



There was a time when the emergency department served as back door to the hospital. Patients, almost all in critical condition, arrived by ambulance and soon after were admitted to the hospital. It was a place largely inaccessible to the public.

Healthcare delivery has changed over the decades, and the emergency department reflects those changes. Emergency staffs still treat patients with life-threatening conditions, but they also treat patients with cuts and colds. Patients still arrive by ambulance but also on foot. The emergency department has become both a primary care service and an emergency service.

The emergency department has also become the front door of your hospital, and the only door many patients and visitors will ever see. It needs to be functional and efficient, ready to take on any situation, and offer the highest standards of care. It also needs to provide a comfortable, safe experience for patients and families and demonstrate your hospital's commitment to customer service.



Partnering to deliver exceptional healthcare



Our healthcare professionals are ready to help you create an emergency department that supports the highest levels of care and gives your staff the most efficient and comfortable work environment possible. The design and functionality of your emergency department can set your hospital apart and influence staff and patient attraction and retention. That's why we look at things from both staff and patient perspectives.

We combine our nearly 40 years of healthcare planning and design experience with your knowledge of your organization's needs and mission to create flexible, cost-effective, and exceptional healing and working environments.



Design for efficiency and immediacy

Immediate access to the right supplies and equipment, efficiency in the distance staff must travel, a continuous line of sight throughout the department, and a work process that flexes with patient volumes can all be achieved in large part through thoughtful design and furniture selection. Our modular and mobile furniture creates flexible environments; our storage and transport products keep the right supplies in the right places; and our systems products create functional work areas that provide staff with visual access.

Design for multiple uses and constant change

Varying levels of patient acuity require flexible exam and treatment rooms. Family counseling rooms may also be used for staff meetings. Storage areas may need to be redesigned into patient rooms. From private areas to open areas, from waiting rooms to expanded lobby and family areas, floor plans and furnishings need to be as fluid as the caregiving that goes on in the department. Our products support the changes you need to make and do so with minimal disruption, downtime, and expense.

Design for a durable and cleanable environment

This is a high-traffic, high-volume department. It is also home to any number of illnesses and infections. Keeping the department working well, looking good, and sanitary is a 24/7 job. Our clinical products are designed for frequent and thorough cleaning. High-impact materials are scratch and dent resistant. The ability to update and replace select components keeps maintenance time and costs down.

Continuum-of-care products for a continuum-of-care environment



Provide comfort and function

From the registration area to the treatment room, our products are designed to provide comfort for patients and families and functionality for staff. ADA-compliant and auditory privacy products enhance registration areas, and casework offers secure and adaptable storage within treatment areas.



Accommodate change

With our modular products, you're able to make necessary changes without the expense and disruption that replacing built-in furniture requires. Whether you're upgrading equipment, adding data and electrical access points, or repositioning a work surface, our modular products flex and adapt along with you.



Offer a seat for every occasion

We offer ergonomic task chairs for long-term sitting and supportive, lightweight chairs for exam rooms and quick consultations. Our guest and lounge seating is well suited for waiting areas and lobbies.



Furnish ancillary clinical areas

Imaging, pharmacy, and laboratory satellites are often located within or adjacent to the department. Our breadth of applications functionally and aesthetically completes all areas. Storage options include high-capacity shelving and lockable storage and transport carts.



Outfit administration and meeting areas

Ergonomically designed furniture outfits administrative areas for both private and open plan configurations. We offer a full line of tables and chairs in sizes appropriate for consultation, meeting, and bereavement rooms in colors and finishes that integrate throughout the department.

Even though a variety of functional areas are housed within the emergency department, you don't have to source your clinical and administrative furnishings through a variety of manufacturers. Herman Miller for Healthcare's breadth of line addresses all of your emergency department applications—from the waiting area to the treatment room. And our healthcare team is knowledgeable about the range of issues and applications relevant to your emergency department.



Improve efficiency

Efforts to deliver seamless emergency services—even while staff levels shift, patient numbers rise, and procedures change—increasingly take the form of lean initiatives. Modular products support continuous improvement efforts, from reorganizing supplies to redesigning an entire layout.



Respond to patient needs

It is impossible to know what the next treatment will be, so supplies and equipment need to be ready and mobile. Carts with interchangeable drawers organize, store, and transport supplies according to procedure. Specialty carts—including crash, ENT, and suture carts—are also available.



Keep it clean

The nature of illness is broad and serious in the emergency department, and following infection-control protocols is essential. The design of our clinical products—every inch can be reached for cleaning—supports your efforts.



Withstand wear and tear

Our clinical products are designed and built to the durability standards emergency departments need. The ability to update modular components without replacing an entire application continues to keep your products performing.



Appearances make a difference

The image your department communicates lets patients know you care about their experience. Our material selections give you appropriate choices for creating warm and pleasant environments. The ability to refresh components and surface materials keeps the department looking good.

Our versatile, flexible products give people real choices. If they need something extra, we can do that, too, from modifying existing products to developing new ones. For more information on our Easy OptionsSM capability, please visit www.HermanMiller.com/easyoptions.

