



Change Adapt Improve

Quality and Accreditation Institute
Centre for Accreditation of Health & Social Care

ICES UNIT

← MEDICAL UNIT

↑ PATIENT UNIT

↖ CARDIAC

 Gift Shop
Vendor Registration

 Registration
Registry

 Medical Records
Archives/Referrals



ADDITIONAL REQUIREMENTS

INSTRUCTIONAL, INFORMATIONAL AND SAFETY SIGNAGE

FIRST EDITION

MAY 2026

These Additional Requirements are developed to support applicant/ accredited Health Care Facilities (HCFs). These Additional Requirements constitute addendum to the requirements under various QAI accreditation standards and are applicable to applicant/ accredited HCFs. All applicant/ accredited HCFs may like to adopt and comply with these Additional Requirements.

QAI assessors of various accreditation programmes under the Centre for Accreditation of Health & Social Care (CAHSC) should check the adherence to these Additional Requirements during assessments.



1. Purpose: To guide hospitals in ensuring adequate, clear, and compliant signage that supports patient safety, staff safety, navigation, and regulatory compliance as expected under QAI accreditation.

2. General Requirements: Hospitals should ensure that signage is:

- I. Clearly visible, standardized, and well maintained
- II. Placed at appropriate locations and heights
- III. Available in English and the local language
- IV. Aligned with fire & overall safety, infection control, and statutory norms

3. Essential Signage Areas

A. Safety & Regulatory

- Fire exits, evacuation routes, assembly points
- Fire equipment locations and emergency instructions
- Biohazard & biomedical waste segregation
- Radiation warning (as per AERB Guidelines)
- Electrical danger / HT panel warning signs
- Restricted access / authorized personnel only
- No smoking / CCTV surveillance
- Emergency equipment (crash cart, AED)
- PCPNDT
- Any other signage as per regulatory / Government requirement

B. Directional & Wayfinding

- Hospital name and scope of services
- Direction signs to OPD, IPD, Emergency, ICU, diagnostics, pharmacy, toilets
- Department name boards
- Floor directories and layout maps

C. Instructional & Informational

- Patient Rights & Responsibilities
- Hand hygiene and infection prevention messages
- Visitor instructions and safety guidance

- Department timings and service information
- Tariff displays
- Quality policy and grievance handling details (grievance escalation matrix/ contact number)

4. Design & Accessibility

- Simple language/bilingual (vernacular), legible fonts, standard symbols
- Consistent colour coding for safety signage
- Visibility for elderly, children, and differently-abled
- Emergency signage unobstructed at all times

5. Maintenance & Review

Hospitals should:

- Periodically check signage condition and accuracy
- Replace damaged or outdated signage promptly
- Update signage after layout or service changes
- Include signage review in internal audits and safety rounds

6. Evidence for QAI Assessment

Hospitals should be able to show:

- Physical presence of required signage
- periodic checks during facility safety rounds
- Photographic evidence of critical safety signage

Disclaimer - Any other signage as per state/national regulatory /Government requirement



