



**impark** HEALTH  
PART OF REEF PARKING NETWORK

# Healthcare Parking



**30 Years+**

Serving healthcare clients



**15 Million+**

Patient Interactions annually



**2.6 Million+**

Shuttle passengers transported annually



**1.75 Million+**

Valet-parked vehicles annually



## YOUR FIRST POINT OF **PATIENT CARE**

By operating healthcare parking facilities for over 30 years, Impark has developed a sector-specific division directly responding to the parking requirements of hospital environments. In addition to a healthcare-focused set of operating best practices, Impark HEALTH embodies a philosophy that enables a hospital's parking and transportation services to become part of the continuum of actions and services contributing to a superior patient experience — your first point of patient care.

Impark HEALTH has developed a deep understanding of the unique operational challenges facing healthcare campuses. We respond appropriately to anxious patients and visitors, maintain patient safety, and understand the need for efficient allocation of valuable parking resources while ensuring staff and physicians quickly get to where they are most effective. We combine this operational awareness with a profound belief that the environment of care should extend beyond the walls of the medical building and shape the patient and visitor experience from their first moments on hospital grounds. Frequently, this experience begins and ends with parking.

## A WORD FROM OUR **CLIENTS**

I am extremely impressed with management practices at Impark. Since signing the contract with Impark, our employee and visitor parking systems are managed accurately, which is resulting in more profit. This is a team that truly knows how to manage a parking program and maintain customer service.

**Rick Huston**

Senior Director, Plant Operations/Facility Planning & Construction





### Healthcare-Specific, Joint Commission Reviewed Training Program



### Healthcare Technology Suite (HTS)

Designed to ensure sustained high levels of patient satisfaction — facilitating maximum efficiencies at all times.

## VALUE-ADDED SERVICES



### Specialized Training

Infused with “white-glove” service standards, our healthcare-specific training program equips our service ambassadors with the skills to consistently provide superior patient satisfaction. Outstanding service requires consistent alignment with your core values and awareness of the evolving needs of the industry. We deliver industry-specific interactive training modules daily via Impark’s proprietary online Health Network Portal (HNP).



### Valet

Impark HEALTH creates value by engaging best-in-class service to maximize parking capacity. Our highly trained service ambassadors facilitate prompt patient care, saving physicians, patients and visitors valuable time. Impark’s Healthcare Technology Suite (HTS) can track vehicles and synchronize delivery with the patient’s departure.



### Shuttle

Impark offers shuttle services to transport patients, visitors, volunteers, physicians, and staff between client-specified locations or buildings. We specialize in deploying the appropriate number of vehicles and staff to maintain efficiently scheduled shuttle runs. With our HTS site-specific app, passengers are able to track shuttle location, seating capacity and arrival times.



### Monthly Parking

Our online parking system allows staff and physicians to self-administer their parking needs in accordance with prescribed entitlements — all supported by a customer care call center.



### Infection Control

Impark HEALTH is committed to the prevention of healthcare-associated infections (HAI). We have strict hand-sanitizing protocols in place for all service ambassadors and mandate thorough daily sanitizing of shuttle bus interiors and workstations. Our team is continually educated on the importance of infection prevention and provided enhanced awareness of blood-borne pathogens.



### Hospital Wayfinding

Navigating through hospital corridors increases stress levels and impacts patient satisfaction. HealthNav, a multilingual HTS feature, provides real-time wayfinding services that are both site- and patient-specific. Strategically deployed service ambassadors offer assistance to patients and visitors with tailored directions, effectively improving patient satisfaction and optimizing efficiencies.



### Fleet Management

Impark’s Fleet Management Program (FMP) creates synergies to reduce the overall operating cost of your internal service fleet. Our advanced scheduling system assigns suitable vehicles to specific users. Approved vendors perform periodic maintenance to minimize operational costs and maximize residual value. We can also assist with fleet procurement, providing savings with our national buying power.

In early 2019, Impark was acquired by REEF Technology, a global real-estate technology firm backed by SoftBank Group and MIC. The revolutionary deal was the first of its kind and has consequently given rise to North America's largest and most innovative parking business: REEF PARKING.

REEF PARKING employs over 16,000 members of staff and processes gross receipts in excess of \$2 billion each year. Today, our parking network spans over 400 North American cities, 4,600 parking facilities, and 1.1 million monthly parking contracts.

As part of REEF PARKING, Impark has been empowered to exponentially elevate its product and service offerings. For more information, please visit [reeftechnology.com](http://reeftechnology.com).



Your first point of patient care.

## CUSTOMIZED SOLUTIONS

 Click this icon for video



Valet 



Shuttle 



Patient Transport/Patient Watch 



Wayfinding Ambassador 



Parking Facility Management



Staff Permitting/Enforcement



Design & Review  
(Facility, Equipment, Operation)



Energy Retrofit



Revenue Auditing/Maximization 

Learn more at [impark.com/health](http://impark.com/health)