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CUSTOMIZED SOLUTIONS

- Valet
- Shuttle
- Patient Transport/Patient Watch
- Wayfinding Ambassador
- Parking Facility Management
- Staff Permitting/Enforcement
- Design & Review
  (Facility, Equipment, Operation)
- Energy Retrofit
- Revenue Auditing/Maximization

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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 its 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

VALUE-ADDED SERVICES

Specialized Training
Infused with “white-glove” service standards, our healthcare-focused service ambassadors are trained to cover healthcare sector-specific needs. Our training service ambassadors are skilled to consistently provide superior patient satisfaction. Our ongoing service requires consistent alignment with your core values and awareness of the evolving needs of the industry. Our delivery methodology delivers high-quality, industry-specific, interactive training modules daily via Impark’s proprietary Health Network Portal (HNP).

Valet
Impark Health creates value by engaging best practices 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.

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.

Hospital Wayfinding
Navigating through hospital corridors increases stress levels and impacts patient satisfaction. A multi-modal 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.

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.

Infection Control
Impark Health is committed to the prevention of healthcare-associated infections (HAI). Our team is continually educated on the importance of infection prevention and provided enhanced awareness of blood-borne pathogens.

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 Prevention
Infused with “white-glove” service standards, our healthcare-focused training service ambassadors are skilled to cover healthcare sector-specific needs. Our training service requires consistent alignment with your core values and awareness of the evolving needs of the industry. Our delivery methodology delivers high-quality, industry-specific, interactive training modules daily via Impark’s proprietary Health Network Portal (HNP).

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YOUR FIRST POINT OF PATIENT CARE

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Tracerhealth Regions Hospital The Children’s Hospital of Philadelphia

Healthcare-Specific, Joint Commission Reviewed Training Program

Specialized Training
Infused with “white-glove” service standards, our healthcare program ensures 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 business practices to maximize parking capacity.
Our highly trained service ambassadors facilitate 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.

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 mobile staff. Frequent daily sanitizing of shuttle bus interiors and workplaces. 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
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Monthly Parking
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30 Years+
Serving healthcare clients
15 Million+
Patient interactions annually
2.6 Million+
Shuttle passengers transported annually
1.75 Million+
Valet-parked vehicles annually

Valet
Impark Health creates value by engaging best business practices to maximize parking capacity.

A WRAP-UP FROM OUR CLIENTS

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