

## PUTTING PATIENTS FIRST CASE STUDY

### CANCER TREATMENT HOSPITAL INSTALLS PARKING GUIDANCE TECHNOLOGY TO IMPROVE THE PATIENT EXPERIENCE ➡

Being told that you or someone you love has cancer is a diagnosis that nobody wants to hear. Everything is suddenly brought into perspective and the fragility of life is made painfully clear. Treatment is often intense, invasive and disruptive and can be both physically and mentally exhausting. MD Anderson takes a holistic approach to healthcare; treating the person not just the disease. That is why the team of the Patient and Family Advisory Council (PFAC) and Diane Confer, University of Texas MD Anderson's Director of Campus Facilities put their collective minds together to find an innovative solution for patients and family to make the parking experience less stressful.

"The majority of our patients arrive by car, which means their treatment experience begins the moment they enter the parking garage," said Ms. Confer. The ebb and flow of the clinic's traffic is unpredictable, leading to congestion and difficulty locating a space. "Our patients need to focus their energy on getting better not the stress of finding a parking spot."

#### ***A Parking Guidance System Solution To Reduce Patient Stress***

The team chose a fully integrated INDECT parking guidance solution featuring a combination of multi-function camera sensors, single space indicators, way-finding signage and 'car finder' kiosks to meet the hospital's objective. When completed, Mays Clinic patients were treated with a completely new and simplified parking experience.



# CASE STUDY

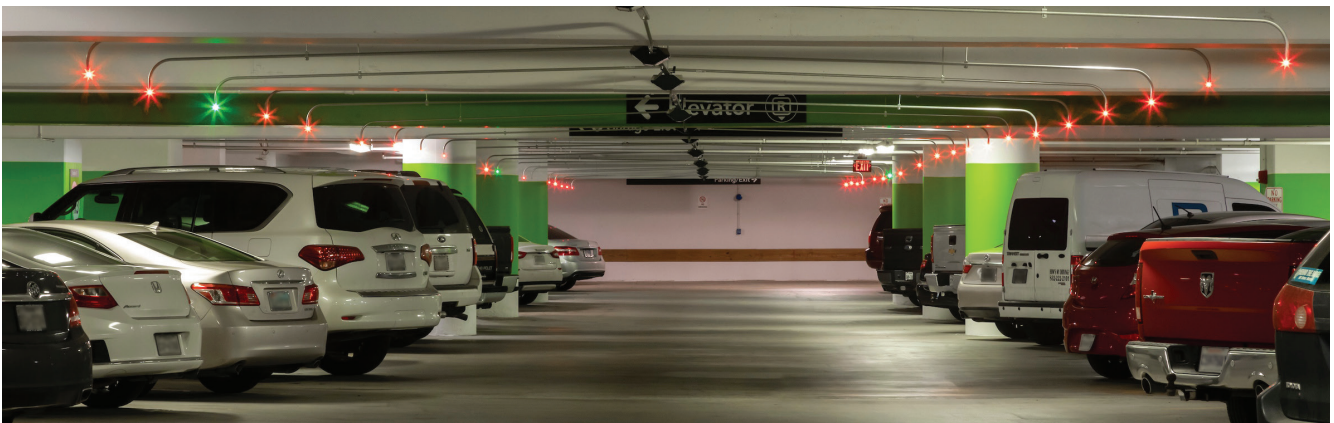
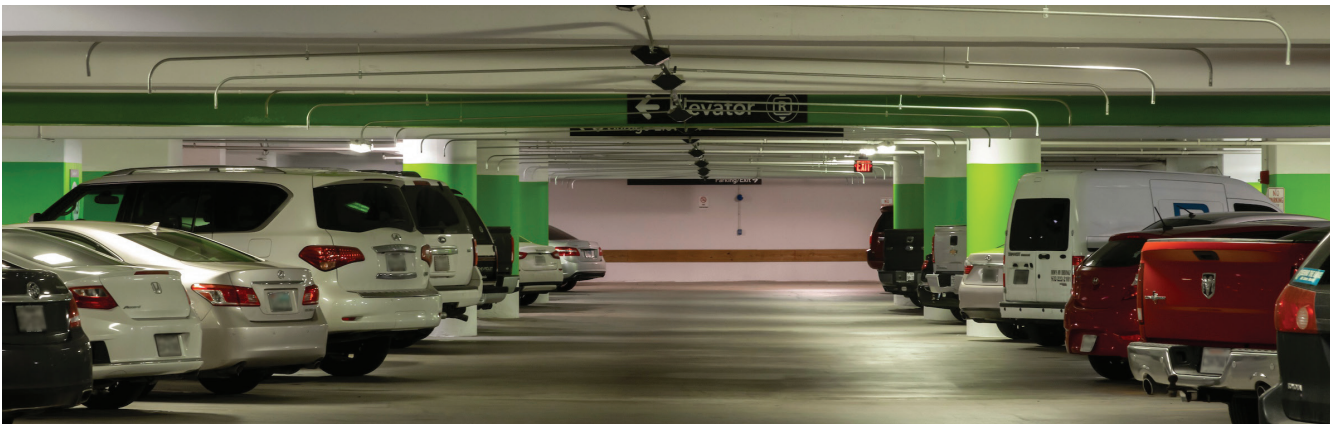
The monument and interior way-finding signs quickly guided the drivers to vacant spaces. Looking down an aisle, the overhead space indicators took the guesswork out of finding a space. Needless to say, the impact was immediate. "It was really intuitive," said Jamie Bernard, a cancer survivor and former patient. "As soon as I saw the signage I knew something was different. I found it refreshing to not have to circle the garage to locate one."

## **'Car Finder' Featuring Advanced Technology Kiosk a Nice Feature**

The Houston Medical Center district is massive and the garage system is a maze. "The parking experience needs to be just as pleasant when a patient leaves, so we added 'car finder' kiosks throughout the garage," said Confer. The system is linked to the sensors and matches the data to the vehicle. What makes it unique is that it does not require LPR technology, it reads the date and time stamp on the ticket. In a matter of seconds, the patient is given the location and fastest route to their car.

## **An Innovative Parking Solution Puts Patients First**

We tip our hat to the team at the Mays Clinic Garage for their innovative approach to making the patient experience better. It's the small things, like quickly finding a parking space that allows their patients to focus on their health. "Our goal is to have parking guidance installed throughout the entire MD Anderson campus. The feedback from our patients and visitors has been overwhelmingly positive," concluded Ms. Confer. "I think we're onto something pretty good here."



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Parking Guidance Systems, LLC

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