



# Cooper Green Mercy Health

AFFILIATE OF **UAB** HEALTH SYSTEM



## **MORE CONVENIENT PATIENT PARKING COMING SOON**

**Cooper Green is pleased to announce that we will transition to our new parking deck beginning Monday, May 6.**

Our new, state-of-the-art clinic is still under construction and we expect to move in at the end of this year, but our new parking deck will be ready for patients next month. Information about parking rates, safety of entering and exiting, and other frequently asked questions can all be found in this packet.

# LETTER FROM OUR ADMINISTRATOR

We are pleased to announce that our new parking deck opens to patients on May 6, 2024!

Our new clinic is also coming along and we expect to move in at the end of this year. Until then, all of your visits will remain in our existing facility.

We understand that you may have a lot of questions about our new parking. We hope that these questions and answers will help. If you have any additional questions, please call 205-930-3350.



Thank you for being a Cooper Green patient. We know you will enjoy the new parking deck!

- *Laura Hurst, Administrator*

## NEW BUILDING, NEW LOGO, SAME GREAT CARE



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Cooper Green Mercy Health Services has created a new logo to go along with other upcoming changes, including the new parking deck that opens May 6 and the move into our new building at the end of the year. During recent focus group meetings, patients and employees decided that a heart-shaped logo was the best design to represent Cooper Green going forward, but they wanted to keep the word “Mercy”, as well as the maroon color. We’re excited about these changes, but one thing that won’t change is our commitment to providing excellent patient care.

We look forward to seeing you in the new building!

# FREQUENTLY ASKED QUESTIONS

## WHERE IS THE NEW PARKING DECK LOCATED?

The new parking deck is located where the old deck used to be, right beside our current building's side entrance to Cooper Green Urgent Care and clinics.

## WHERE WILL I ENTER THE NEW DECK?

All patients will enter the deck off 15th Street South near 7th Avenue South. (See the map at the end of this document.)

## WHERE DO I PARK IN THE DECK?

The first floor of the deck is designated for Cooper Green patients. You will see Cooper Green patient parking signs throughout the first floor.

## WHERE WILL I ENTER THE FACILITY AFTER I PARK?

The entrance for Cooper Green clinics and Urgent Care will now be on the side of our current building that faces the parking deck. There will be signs pointing you into the facility. When you leave, the blue signs will direct you back to the parking deck.

## HOW MUCH DOES IT COST TO PARK?

Parking costs in the deck are as follows:

- **Enrolled Cooper Green patients** = \$0
- First hour = \$3
- Each additional hour = \$1
- Max daily rate = \$13

Parking for **enrolled Cooper Green patients** coming to the facility is **FREE**. You will need to get your ticket validated by having it stamped inside the building during business hours, 7 a.m. - 4 p.m.

## WHAT HAPPENS IF I LOSE MY TICKET?

Lost tickets will cost \$25. You will have to pay this fee at the exit gate with a credit or debit card.

## HOW DO I GET MY TICKET VALIDATED?

Your ticket can be stamped at any of the clinic checkout desks, including those for enrollment, pharmacy, lab, and imaging. You may also get your ticket stamped at the clinic entrance when leaving.

**PLEASE NOTE:** Once you have your ticket stamped, you will have 10 minutes to leave the parking deck before your stamped ticket expires. Because of this, you should wait to get your ticket stamped when you are ready to leave the building and go to the parking deck. For example, if you are finished with your Primary Care appointment but need to stop by the pharmacy before leaving, get your ticket stamped at the pharmacy rather than at the Primary Care checkout desk.

## CAN I STILL BE DROPPED OFF IN FRONT OF THE BUILDING?

Although you can still be dropped off at the current main entrance, it's no longer necessary! Our new parking deck is conveniently located near the new facility entrance, making parking there a better option for you.

If you still prefer to be dropped off, you can do so in front of the lobby facing 6th Avenue South. Your driver will need to follow these directions: exit Cooper Green drive by making a left turn onto 6th Avenue South (crossing three lanes of traffic), then proceed to the second traffic light after Cooper Green (next to Bartow Arena). Make a left onto 14th Street, followed by another left onto 7th Avenue South. Continue down the hill and make a final left onto 15th Street to enter the parking deck.

Please make sure your driver brings in the parking ticket received when entering the deck to be stamped.

# FREQUENTLY ASKED QUESTIONS, CONT.

## **ARE THERE HANDICAP SPACES AVAILABLE?**

Yes, and they are marked in the deck.

## **WHAT IF I NEED WHEELCHAIR ASSISTANCE GETTING FROM THE PARKING DECK TO MY APPOINTMENT?**

If you need a wheelchair to get you from your vehicle to your appointment, we are happy to help. Please call 205-930-3400 after you have parked on the first floor. Let us know where you are in the deck, along with the make and color of your vehicle, then turn on your flashers. A member of our team will come to assist you.

## **WHAT IS THE OVERHEAD CLEARANCE HEIGHT FOR THE DECK?**

The parking deck can accommodate vehicles up to 14 feet tall on the first floor and up to 10 feet tall on the second through fifth floors.

## **IF I RIDE THE MAX BUS, HOW DO I GET TO COOPER GREEN?**

Unfortunately there is not a MAX bus stop in front of Cooper Green. If you ride the MAX bus, your closest stop will be along 5th Avenue South, near the Captain D's, and you just need to walk one block up and you will be at the main entrance of Cooper Green.

The stop outside of our existing parking lot will remain there, but once we move out of that lot and into the deck, we will no longer run a shuttle service so the walk will be much longer.

We hope that MAX will add a stop back in front of the new facility.

## **WILL I STILL ENTER URGENT CARE THE SAME WAY I DO NOW?**

Yes, use the same door that opens into the waiting room to enter and exit Urgent Care. There will be red signs directing you from the deck to the Urgent Care entrance.

## **IS IT SAFE TO ENTER AND EXIT URGENT CARE WITH THE CONSTRUCTION GOING ON?**

Yes. The safety of our patients, staff, and visitors is our top priority.

## **IF I AM TAKEN TO THE EMERGENCY ROOM DURING MY CLINIC VISIT, CAN I LEAVE MY VEHICLE IN THE PARKING DECK OVERNIGHT?**

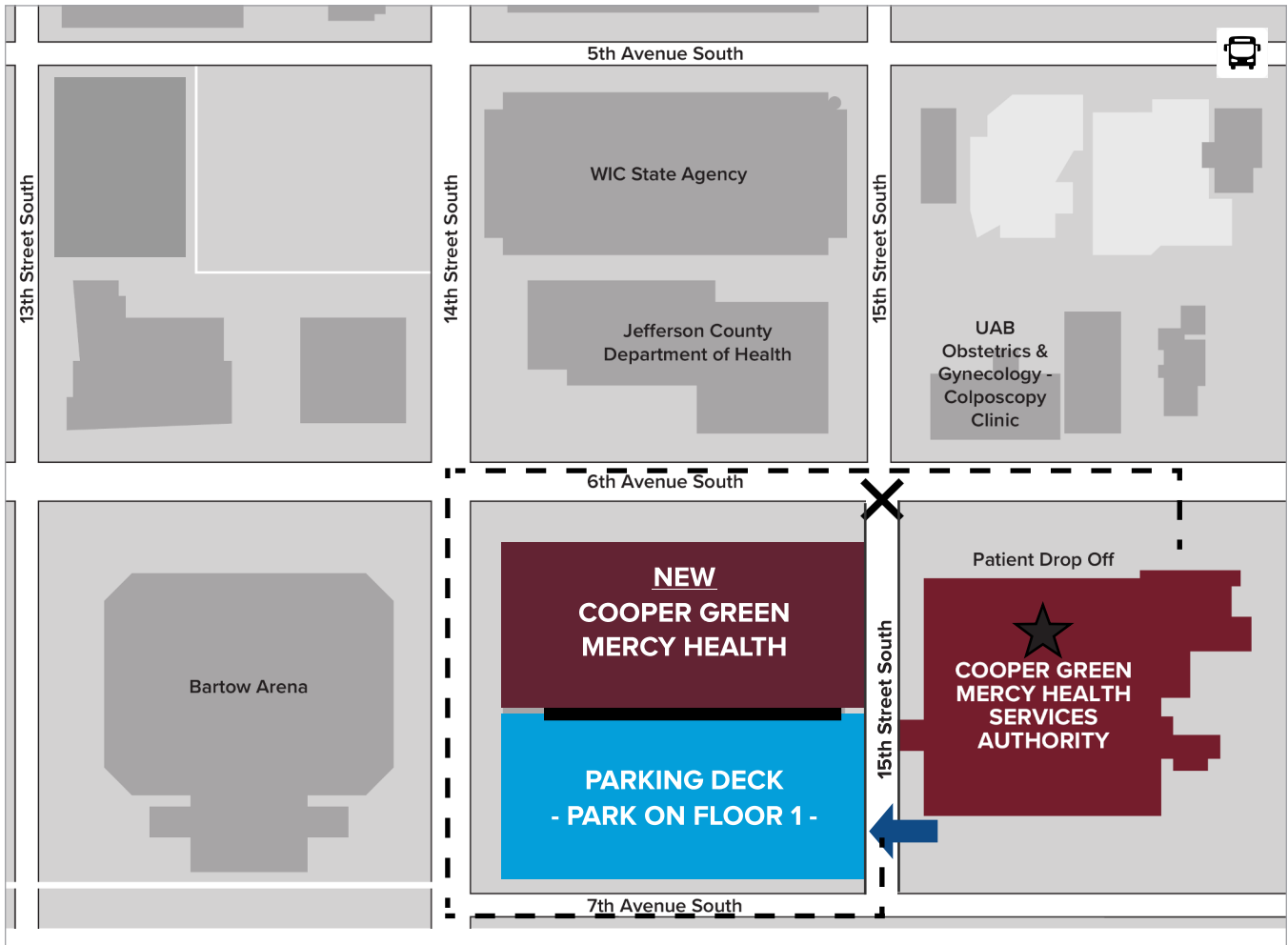
We hope that doesn't happen, but leaving your vehicle in the parking deck overnight is fine. If you're discharged during Cooper Green operating hours, please come into the facility to get your parking ticket stamped.

If you're discharged after Cooper Green has closed for the day, unfortunately there will not be anyone available to stamp the ticket. Your options would be to pay the parking fee at the exit gate or return during operating hours to have the ticket stamped and then exit the deck. You can also send a friend or family member to retrieve your car during operating hours, but they will need to come inside to get the ticket stamped.





## **WHEN WILL THE NEW COOPER GREEN BUILDING OPEN?**

Construction is on schedule, and we expect to move in at the end of this year. More information will be sent to you closer to that time. We can't wait to show you our new facility.

# PARKING MAP



## LEGEND

-  Current Cooper Green clinic location. Patient drop off. Follow dotted line to the deck.
-  Parking deck entrance, off 15th Street South. Park on the 1st floor.
-  MAX bus stop (closest to Cooper Green)
-  No left turn.



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1515 6th Avenue South  
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