Suburban Hospital Parking Garage

Frequently Asked Questions: Patients and Visitors

Parking at Suburban Hospital:

Where is the parking garage? Suburban Hospital’s parking garage faces Old Georgetown Road on the northeast corner of Suburban Hospital’s campus, just south of Southwick Street.

Where is the entrance to the parking garage? After entering Suburban’s campus from Old Georgetown Road, the parking garage will be on your right. Follow the driveway to the right and the parking garage entrance will be on your right.

Where should patients and visitors park? Patients and visitors should park in Suburban Hospital’s parking garage. There is designated patient parking on the Level 2 of the parking garage. Patients are welcome to park anywhere in the parking garage.

How do I access valet parking? Valet parking is available from 8am to 4pm, Monday through Friday. To utilize valet parking, please pull up to the main entrance of the hospital, where attendants will take your car. When you are ready to retrieve your car, please return to the same location and an attendant will bring your car to you. After 4pm, keys can be retrieved in the hospital’s main lobby at the Information Desk.

What does valet parking cost? Parking rates for valet parking are:

$9 up to 3 hours

$14 over 3 hours

Payment can be made at one of the Pay on Foot kiosks in the lobby. You can pay with cash, credit and debit cards. Take your paid parking ticket to the valet attendant and they will retrieve your car.

Where is accessible parking? There are accessible parking spaces on every level of the parking garage located closest to the elevators. Van accessible parking is located on Level 2.

If I have difficulty walking, what assistance is there to help me get to the main hospital entrance from the parking garage? For those needing ambulatory assistance, a complimentary shuttle will be provided Monday through Friday, 7am to 7pm and Saturday and Sunday from 10am to 2pm.
Are there electric charging stations available? There are parking spaces with electric charging capabilities on Level 1 of the parking garage. The stations are part of the chargepoint network and there is a cost to charge your car.

Where are the elevators located? The elevators are accessible from every floor of the parking garage and located on the end of the garage closest to the hospital.

How do I leave the parking garage? Patients and visitors can leave using either parking garage access point. Signs throughout the parking garage indicating “OUT” will direct you to an exit. After exiting the parking garage, turn left and then left again to return to the traffic signal on Old Georgetown Road. Please note that the parking garage exit closest to Southwick Street closes at 8pm.

Where can I pay for my parking? Suburban utilizes a “pay on foot” parking system. For the most efficient exit, you are invited to pay for your parking before you return to your car. Please take your ticket with you after you park. Payment kiosks are located in the main lobby of the hospital and on Level 2 of the parking garage near the elevator bank. There is a grace period to allow time to return to your car. The payment kiosks accept cash, debit and credit cards.

What are the parking rates? Parking rates are for the parking garage are:

- Less than 1 hour = $2
- 1-2 hours = $5
- 2-3 hours = $7
- 3-24 hours = $12

Each additional day $5/day.

Long term parking passes are available (cash only) in the hospital gift shop.

Please note that Suburban Hospital does not validate parking.

What hours does Suburban Hospital charge for parking? The parking gates and ticket kiosks are operational and parking fees are collected 24 hours per day. Visitors are only charged for vehicles parked Monday through Friday from 9am to 5pm.

How do I get emergency assistance in the parking garage? Emergency Alert Stations are located near the stairwells and elevators on either end of the parking garage on every level. When activated, Suburban Hospital’s Security Department will be notified and sent to the parking garage. In addition to the pull stations, there are security cameras throughout the parking garage.
What do I do if I need assistance with a payment kiosk or parking gate? Please push the intercom button on the Pay on Foot kiosk or entry or exit machine to be connected to an associate for assistance.

May I drop patients off at the main or emergency hospital entrances? Yes. Please drop off your passenger and then proceed to the parking garage.

General Parking Garage Information/ Features:

Suburban Hospital’s new parking garage offers 1,111 parking spaces on seven levels. Below is a table summarizing the spaces on each level.

To assist with orientation within the parking garage, each floor is designated a different color.

<table>
<thead>
<tr>
<th>Level</th>
<th>Color</th>
<th>Total Spaces</th>
<th>Accessible Car</th>
<th>Accessible Van</th>
<th>Motorcycle</th>
<th>Car Pool</th>
<th>Ride Share</th>
<th>Reserved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub-basement (SB)</td>
<td>Brown</td>
<td>150</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Basement (B)</td>
<td>Yellow</td>
<td>169</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>One</td>
<td>Blue</td>
<td>148</td>
<td>4</td>
<td>4</td>
<td>6</td>
<td>5</td>
<td>4</td>
<td>Physician</td>
</tr>
<tr>
<td>Two</td>
<td>Red</td>
<td>154</td>
<td>1</td>
<td>5</td>
<td>4</td>
<td>5</td>
<td>0</td>
<td>Patient</td>
</tr>
<tr>
<td>Three</td>
<td>Green</td>
<td>170</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
<tr>
<td>Four</td>
<td>Orange</td>
<td>169</td>
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<td>0</td>
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</tr>
<tr>
<td>Five</td>
<td>Purple</td>
<td>151</td>
<td>4</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>N/A</td>
</tr>
</tbody>
</table>

There are six electric vehicle charging stations on Level 1.

The parking garage has two vehicular entrances on the west side of the garage (opposite Old Georgetown Road)

Three elevators, accessible from every level of the parking garage, are located on the end of the parking garage closest to the hospital. Stairwells are located at both ends of the parking garage. Security cameras and Emergency Alert Stations are located throughout the structure.

Garage clearances are not the same on every level. On Levels 1 and 2 the clearance is 7’10”. On the other floors the clearance is 6’10”.
Hospital security staff will be stationed to help direct patients and visitors.

For those needing ambulatory assistance, a complimentary shuttle will be provided from 7am to 7pm, Monday through Friday and 10am to 2pm on Saturday and Sunday.