

COOPER GREEN BUILDING UPDATE FOR PATIENTS

FREQUENTLY ASKED QUESTIONS

PARKING

When will off-site parking begin?

Off-site parking will begin Monday, August 2.

Where is the patient parking located?

The patient parking lot will be at 1319 5th Ave S Birmingham, AL, 35233 (Lot 15N), across from the Jefferson County Department of Health. Please park on the left hand side of the lot so you will be closer to the bus stop.

What if I am coming to Urgent Care?

If you are sick and are coming to Urgent Care, please park on site at Cooper Green. Everyone pulling into our lots will be screened. If you pull in and mention that you have COVID-19 symptoms, you will be directed to call our Urgent Care Department, 205-930-3265, for instructions on what to do next. Please do not get on the bus if you have symptoms of COVID-19 or another respiratory illness.

What will parking cost?

Parking in this lot will be free for patients and families.

How will I get to the facility from the parking lot?

Free transportation from the parking lot will be provided for patients and their families. You may also walk if you prefer; the walk takes approximately 4-6 minutes to Cooper Green's front door.

Will I still have to wear a mask?

Yes. Masks are required to be worn at all times on our buses and inside of our facilities. We do not see our policy on this changing for the foreseeable future.

I use a wheelchair. Can the shuttle still accommodate me in the same time frame as everyone else?

Yes. Our shuttles are wheelchair accessible. There will also be a limited number of first come, first serve handicap spaces on site at Cooper Green for wheelchair bound patients to use.

If the shuttle is running late, will they still see me when I get there?

Yes. Patients will not be penalized or have a delay in treatment if the shuttle is late.

Do the shuttles have an air conditioner and a heater?

Yes. Our shuttles are climate controlled.

Do I have to tip the shuttle driver?

No. There is no expectation to tip the driver.

How often will the shuttle run?

The shuttle will run every six minutes from 6:30 - 8:30 am and from 3:30 - 5:30 pm. from 8:31 am - 3:29 pm and from 5:31 - 7 the shuttle will run every 12 minutes.

You will be riding the bus with Cooper Green staff. Please refrain from asking any personal medical questions while riding with other patients.

How many people can fit on the bus at one time?

The bus can hold 35 people at one time. Due to COVID-19 protocols, standing will not be allowed.

Do I have to wear a mask while I'm on the bus?

Yes. Masking will be required by everyone when on the bus. Please also do your best to social distance when possible.

How will I know when the shuttle is going to arrive?

The shuttles will run on a continuous schedule, and there will be covered waiting areas in the parking lot and at the facility.

All of the shuttles we will use have GPS reporting capabilities, and can be viewed in real time by downloading the Double Map App, available in the [Apple](#) and [Android](#) app store.

Can I be dropped off at the main entrance?

Yes. We are encouraging patients be dropped off at the main entrance. Your driver can then proceed to the lot and be brought in by the shuttle.

Will there be any parking on site at Cooper Green?

There will be a limited number of handicap parking spaces available at the facility. Appropriately tagged or designated handicap mirror hangers should be displayed. These spots will be first come, first serve. If those spots fill up, please use the patient shuttle (see above).

Do I need to arrive at my appointments early?

Yes. We recommend arriving to your appointments 15 minutes early to account for the extended time it will take to get from the parking lot into the facility.

How long will we have to park off-site?

Off-site parking will likely continue for the duration of the building project, which is anticipated to take up to 3 years.

Why do we have to park off-site?

A new Cooper Green facility is going to be built where the current parking deck sits right now. The first step in this building project is to tear down the current parking deck, thus forcing us to move patient and staff parking off-site.

Is the parking lot paved?

Yes.

Is there security in the lot to keep our personal items safe inside of our cars?

Yes. UAB Police & Public Safety will patrol the lot during operational hours. In the event of an emergency please call 205-934-3535 for help or use the **GREEN** UAB Police Help Phones. As always, please be mindful of your surroundings and notify the UAB Police if you expect any unusual activity.

What happens if the lot is full?

There is ample parking for Cooper Green patients and the lot should not fill up.

UAB Parking and Transportation has designated this lot just for us and will do frequent checks to ensure that UAB students and the general public do not take spaces away from Cooper Green patients.

How will the general public be kept from taking away our parking spaces?

For the staff parking lot, we will assign hang tags to Cooper Green staff and tenants, as well as post that it is Cooper Green only parking in the appropriate areas. When police are patrolling, the hang tags are the indicator of who should and should not be ticketed. The tickets and associated financial burden will be the deterrent. For the patient parking lot, we will be reassigning or hiring staff, potentially temporary staff, to check patients' against the Cooper Green eligibility list and the enrollment appointment list.

TIMELINE

August 2 - Off-site Parking Begins

RESOURCES

[What to Expect When UAB Demolishes a Building](#)