

FAQ

Eastpark Medical Center training program

What is the Eastpark Medical Center training program?

To ensure that UW Health delivers on our promise of remarkable care and our workforce is empowered to deliver a highly coordinated experience on **day one**, our Eastpark Medical Center workforce may attend a series of job trainings at University Hospital. Training sessions begin in June and will run through Eastpark Medical Center opening.

Why are the training sessions held at University Hospital?

It is important for faculty and staff to attend training sessions in a clinical environment. The trainings will be scheduled at University Hospital until we take occupancy of Eastpark Medical Center.

Shuttle service info

When will the Eastpark trainee shuttle begin and what is the shuttle schedule?

The Eastpark Medical Center trainee shuttle will begin on Monday, June 3 and continue throughout the summer and fall.

We will continue to identify parking lots with shuttle services to serve this temporary parking need into the fall and until we take occupancy of Eastpark Medical Center.

Where will the shuttle pick-up and drop-off staff?

- Shuttles will pick-up and drop-off staff behind the 3500 University Ave building. Signage will be posted to identify parking and shuttle locations.
- At University Hospital, the shuttle will pick-up/drop off at the Atrium Entrance.

What is the cost to park at 3500 University Ave parking lot and take the shuttle to and from University Hospital?

UW Health is pleased to provide this service at no cost. Staff will need to show a special badge backer to the shuttle driver.

Where can the fast pass badge backer be picked up?

- As part of onboarding new employees, hiring leaders may pick up the fast pass badge backer when they pick up the new employee's ID badge.
- Stop by Security Offices at UH, AFCH or EMH, 24/7 or the ID Badge Office (UH: G5/146) and EMH: 0217), during regular office hours.

Is this shuttle reserved for Eastpark Medical Center trainees only?

Eastpark Medical Center trainees will receive a special badge backer and will need to show this badge backer to the shuttle driver.

What if I lose my Fast Pass badge backer?

Contact Security Services for a replacement badge.

Parking

If I have a 2023-24 parking permit, should I park at the 3500 University Ave instead of using my parking permit?

Faculty and staff who have a 2023-24 parking permit should continue to park in that location, as needed, until the permit expires on August 31, 2024.

Why are the Eastpark Medical Center trainees getting special privileges to the parking lot at 3500 University Ave.?

There is currently not enough parking to accommodate every employee who needs it. UW Health secured this parking lot and employee shuttle to meet the for the specific audience, Eastpark Medical Center trainees. By creating a targeted program to meet this temporary need, we can better manage the day-to-day parking challenges on campus and lessen disruption to our patients and family members who use campus parking to get to their appointments and emergency care at University Hospital, American Family Children's Hospital.

UW Health and the UW-Madison campus will likely face many parking capacity challenges in the coming months and years. We will continue to explore and implement other parking options and solutions.

Why can't I just park in the University Hospital Ramp?

While parking off-site is not the most convenient, we are grateful for your flexibility and understanding as we navigate parking shortage challenges.

Even with more than 2,000 parking spots in Lot 75, there is a real and significant parking shortage on campus. Parking lots and valet have reached 100% capacity several times. This is impacting our ability to carry out our mission. We must prioritize patient and family parking. Patients have traveled to University Hospital and then were late and/or missed appointments due to inability to find parking.

Many services are available to faculty and staff to help with alternative commuting options. With our collective experience, dedication to our mission and teamwork with colleagues, we will continue to find viable solutions together.

Can UW Health employees who are not Eastpark Medical Center trainees park in the parking lot at 3500 University Ave?

Since parking is limited, it will be reserved for Eastpark Medical Center trainees only.

Will UW Health monitor the 3500 University Ave parking lot?

The parking lot will be monitored.

What if I need to leave work due to an emergency?

In an emergency, employees are eligible for the [Emergency Ride Home](#) (ERH) program. Employees may use a pre-printed voucher or pre-requested code to cover the cost of the cab ride home. ERH is intended as a safety net so those who choose not to drive to campus do not worry about being stranded in an emergency. ERH is available 6 a.m.–6 p.m. Monday through Friday.

Walking and biking options

If I park at 3500 University Ave, can I walk or bike to University Hospital?

The parking lot is along University Ave and accessible by walking and bike path. BCycle stations are located along University Ave. See walking path map or [an online map is available](#).

What other commuting alternatives are available?

Many services are available to help support our employees with alternative commuting options. UW Health employees are eligible to receive:

- A free Madison Metro bus pass
- A reduced BCycle membership with access to 300 electric bikes at 40+ stations throughout Madison.
- Biking, walking, commuter vanpools and remote park and ride lots are alternatives available for all employees.
- Bike lockers and bike cages are available for rent. Visit [UW–Madison Commuter Solutions](#) for more information.

General information on commuting and parking

How can I get more information about commuting and parking?

- Check out the [School of Medicine and Public Health parking and transportation intranet site](#). This site is visible to the public to allow faculty and staff who have been hired but who have not yet started can have access to parking information.
- Visit the [parking and transportation page](#) on U-Connect.

What if I have other questions?

If your questions are not answered by any of the available resources, please reply to this message or send an email to communications@uwhealth.org.

