
Clinical Research Enterprise (CRE)

Standard Operating Procedures

CH20 Patient Transport/Parking and Building Security

SOP #:

Version:

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Approval: Approved By Cynthia Joiner
Cynthia Joiner (Sep 28, 2023 16:20 CDT)

Date 09/15/2023

Revision History:

| Revision | Version | Effective Date | Description |
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Purpose

The purpose of this SOP is to describe how CH20 employees should handle transporting patients, building security, and parking.

References

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Scope

This SOP is meant to be followed by all staff and students in the Community Health Services Building on 20th.

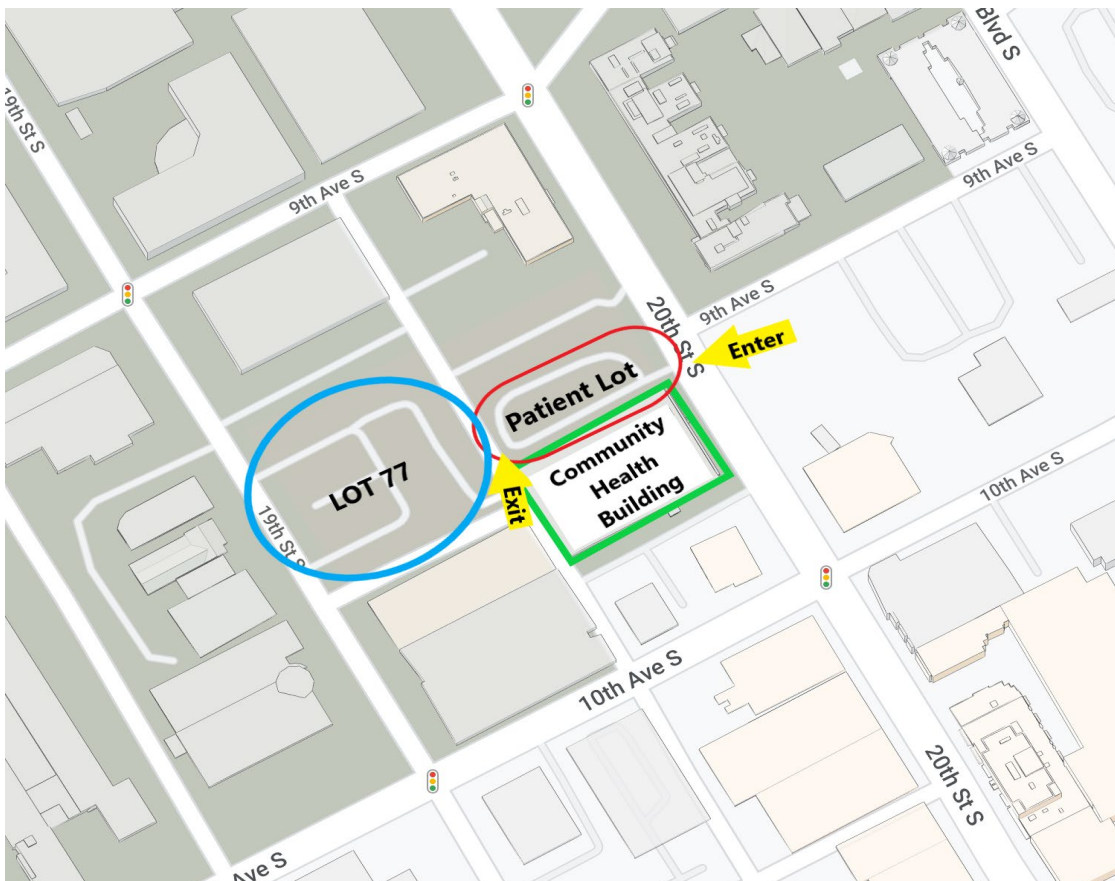
Allowable Exceptions

This SOP is meant to be followed without deviation.

I. Patient Transportation Procedures:

- When scheduling an appointment always make sure to provide proper instruction to all patients including directions to parking lot, directions to front of building, and how to contact clinic upon arrival.
 - Never give the parking lot exit code to anyone who is not a CH20 patient.
 - If there are issues with the parking gate call UAB Physical Security at (205) 934-3708.
 - If you encounter a patient who is looking for a specific clinic in CH20, escort them directly to the appropriate clinic.
 - Patient Parking Directions:
 1. Provide patient with address, directions, map to parking lot and contact information.
 2. Please let all patients know the parking lot entrance is on 20th Street.
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3. Instruct patient on how to get from parking lot to the building entrance and inform patient they must call upon arrival.
4. Inform your patient they cannot follow anyone into the building and must remain outside until let in by appropriate personnel.
5. If your clinic uses the front intercom, you must instruct your patients on how to use it. Intercom instructions below.
 1. Click on Contacts Button to your right.
 2. Choose the clinic or department where you have an appointment.
 3. Choose the same clinic or department name again to CALL.
 4. Someone will answer your call, verify your appointment, and the door will unlock automatically
6. You must verify the patient before buzzing them in and give them specific instructions on how to get to the appropriate clinic.
7. When appointment is over provide patient with the exit code for the parking lot.
8. The Research Coordinator/Nurse must escort out ALL patients.



*Patient lot circled in red, building highlighted in green, entrance/exit marked by yellow arrows.

*LOT 77 circled in blue.

- LOT 77 parking:
 - Monitors, select remote workers, and non-patient guests can park in LOT 77 when provided with hangtag by department.
 - CRE employees can contact Brooklyn Gupton at bggupton@uabmc.edu for help with hangtags
 - All other CH20 departments should email Joy Smith at smithjoy@uab.edu to purchase hangtags. Provide an account number and quantity needed.

II. Building Security:

- Do NOT let a patient who is not yours into the building.
- Make sure all doors shut behind you when entering and exiting the building.
- Do NOT allow someone without a UAB ID badge to follow you into the building.
- Appropriate personnel must escort all visitors and patients in and out of the building.
- If a person in the building/waiting room does not belong and poses a threat, call UAB Police & Public Safety to have them removed.
- If you notice a door is ajar, contact UAB Non-emergency at (205) 934-4434 to scan the building.
- For an emergency, contact the UAB Police & Public Safety Department at (205) 934-3535 or 911.

Campus Safety Resources



| SEEK AN ADVOCATE | SEEK MEDICAL ASSISTANCE | CONTACT LAW ENFORCEMENT | INQUIRE ABOUT UAB POLICIES OR PROCEDURES | FIND A RIDE | SPEAK WITH SOMEONE CONFIDENTIALLY |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Student Affairs (205) 934-4175</p> <p>Crisis Center 24-Hour Assistance (205) 323-7777 or (800) 273-TALK</p> <p>Rape Response 24-Hour Assistance (205) 323-7273 (800) 656-HOPE</p> <p>UAB Counseling & Advocacy for Women (205) 934-6946</p> <p>Student Advocacy, Rights and Conduct (205) 975-9509</p> | <p>Student Health & Wellness (205) 934-3581</p> <p>UAB Medical Center (205) 934-4011</p> | <p>Dial 911</p> <p>UAB Police Non-Emergency (205) 934-4434 Emergency (205) 934-3535</p> <p>Birmingham Police (205) 328-9311</p> <p>Jefferson County Sheriff's Office (205) 325-1450</p> | <p>Student Advocacy, Rights and Conduct (205) 975-9509</p> <p>Human Resources (205) 934-4458</p> <p>Title IX Coordinator (205) 934-4175</p> <p>Title IX Deputy Coordinator (205) 975-9509</p> <p>UAB Housing & Residence Life (205) 934-2092</p> | <p>www.uab.edu/ blazerexpress</p> <p>Late night call (205) 934-8772 to reach Blazer Express Late Night on demand dispatch office</p> | <p>UAB Counseling Services (205) 934-5816</p> <p>Crisis Center 24-Hour Assistance (205) 323-7777 or (800) 273-TALK</p> <p>Campus Clergy or Chaplains</p> <p>Student Health & Wellness (205) 934-3581</p> |

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