



Proven Healthcare Resources & Expert Solutions to Support Your Evolving Needs

For more than 30 years Towne Health has proudly served over 300 of the leading institutions in healthcare from the Cleveland Clinic to Massachusetts General, from the Mayo Clinic to Michigan University Healthcare. Our 4,000 team members are immersed in the healthcare environment and understand how to deliver exceptional patient experiences and to manage the movement of people and equipment in the safest, most compassionate and efficient manner.

As our healthcare system faces an unprecedented level of need, Towne Health is committed to being a trusted partner for your patients and caregivers, ensuring your hospital has the resources to provide the highest level of care in the most effective, safe and flexible environment. Towne Health now delivers a range of services specifically developed for the urgent needs of the healthcare community today and into the future. The new Towne Health service offerings include:

- **Valet Screeners.** Our valet teams have been trained on approved, proven methodologies for screening patients prior to taking possession of their vehicles, ensuring patient safety and reassuringly diverting visitors for more intensive medical screening if necessary.
- **Greeter Screeners.** Towne Health greeters now serve dual roles as patient health screeners. We can either expand the role of current greeters or provide new resources to create a safe environment of care and ensure those requiring more intensive medical screening prior to entering the hospital are directed appropriately.
- **Sanitizing Services/Light Maintenance Ambassadors.** Towne Health team members can enhance facility cleaning processes including sanitizing surfaces in public areas, removing regular waste, and cleaning and sanitizing entrance areas, garage/lot facilities and shuttles and transport vehicles. Our team will keep your non-clinical arrival areas operating at the highest level of efficiency in a clean and safe environment.
- **Internal Patient Transport (IPT).** Towne Health's proven IPT capabilities enable your hospital to optimize efficiency and patient experience by safely and compassionately moving patients throughout your hospital campus. Movement services can begin at the moment of arrival and carry through to the time of discharge. This includes services as diverse as wheelchair escort, movement from patient rooms to clinician appointments and testing areas, and transfer to discharge and into the care of family members.
- **Patient Sitting Ambassadors (PSAs).** Towne Health's PSA teams provide specially trained, compassionate resources to remain beside with patients during observation and recovery, freeing up clinical staff to focus on the highest priority responsibilities while ensuring continuous, reassuring and knowledgeable patient support.

Of course, Towne Health continues to provide hospital partners with our traditional services:

- **Valet Parking:** with special attention to sanitizing vehicles and employee/patient safety
- **Self-Parking Management:** maintaining your assets, sanitizing public areas, cashier services
- **Shuttle Services:** providing safe, reliable transport, from golf carts to shuttle bus assets

All our services are backed by rigorous and standardized processes that adhere to all Joint Commission standards, feature healthcare-specific employee training and certification, include insurance coverage tailored to the service requirements, and are supported by continuous communication between our leaders and your organization to ensure we are working closely together as true partners in care and adapting to your rapidly evolving needs.

Towne Health is here to serve you, your patients, your staff and your communities in this moment when we all need to work together to ensure the finest delivery of care while maintaining clean, safe environments at the highest possible levels. Our teams are ready to be of service and can adapt to any of your unique requirements. Please let us know how Towne Health can be of service as a trusted partner in supporting your team and patients.

Compassionately Yours in Care -

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