

What if I have questions?

If you have any questions about paid parking at The Townsville Hospital, you can contact the Patient Feedback Service:

By phone - 07 4433 1074

In writing - you can write to:
 Patient Feedback Service
 The Townsville Hospital and Health Service
 PO Box 670
 Townsville Q 4810

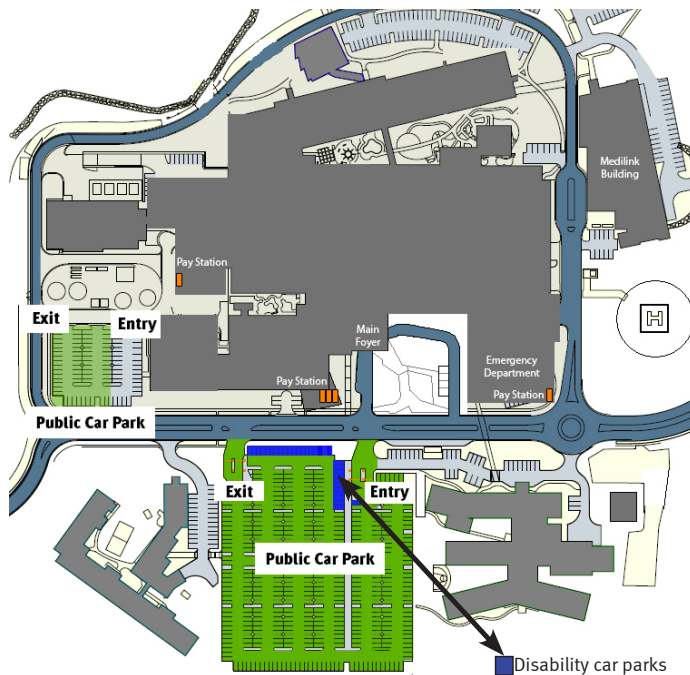
Email - you can email:
 THHS-Feedback@health.qld.gov.au

For operational issues please contact Health Security via the intercom system located at the boom gates and pay stations or visit the security desk located on the ground floor near the public lift.



Contact Details

The Townsville Hospital
 100 Angus Smith Drive
 Douglas QLD 4814
 Ph: 07 4433 1111



Queensland
 Government

Contact:
 Townsville Hospital and Health Service
 PO Box 670, Townsville Qld 4810
 Ph: 4433 1111

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Parking at The Townsville Hospital (TTH)



A guide for patients and visitors

Car parking at TTH

There are two public car parks located at The Townsville Hospital; one in front of the main entrance and another next to the entrance of the Townsville Cancer Centre.

All monies raised from car parking are channelled back into the health service for the benefit of our community.

How much will it cost?

Visitors have the following payment options:

- \$5 24-hour multi-use ticket
- \$10 seven-day multi-use ticket
- \$50 three-month multi-use card (which can be renewed for \$30 every three months).

Grace period - one hour free

There is a grace period of one hour of free parking from entry to exit for patients and visitors.

Additional concessions

There are special concessions for patients who regularly attend The Townsville Hospital for treatment or who experience an extended inpatient admission and for their immediate family and carers. There are also concessions for people experiencing genuine financial hardship or who have special needs requiring assistance.

An application form is available at Central Admissions in the main foyer of the hospital or from each unit.

How to use your entry ticket

On entry into the car park you will receive a ticket. If you are at the hospital for longer than 60 minutes you will need to validate this ticket at the pay station as you leave.

If you are at the hospital for up to and including 60 minutes your ticket will be recognised at the boom gate and you can exit the car park at no cost. Please **do not** validate your ticket at the pay station.

What payment options are available?

The pay stations will accept cash (coins and notes) and credit cards (Visa and Mastercard).

An ATM is located in the main entry foyer at the Queensland Country Credit Union.

How do I pay?

For daily and weekly tickets you will need to pay at the pay stations located at the bus stop near the pedestrian crossing, outside the Emergency Department or outside the Townsville Cancer Centre. The pay stations are signed; please follow the instructions provided to pay for your ticket.

Payment for the three-monthly swipe card is made to the hospital's cashier desk located in the front foyer next to the pharmacy. The swipe card will then be issued from Health Security located near the lifts on the ground floor.

The three-monthly swipe card will activate the boom gates.

What if the car park is full?

If you can't find a car park, park your vehicle in the set-down area located directly in front of the paid car parking area. Please then provide your vehicle registration details to Health Security on the ground floor of the hospital.

Drop-off zones

The hospital has three drop-off zones:

- Outside the public car park
- In front of the Emergency Department and opposite the helipad
- The main entrance

Three drop-off spaces for disability parking are available outside the main entrance.

Please note, if you park in a non-designated public car park or in a drop-off area for longer than the stipulated time you may be fined.

Who can assist me?

Both Central Admissions staff and Townsville Hospital Foundation volunteers located in the front entry foyer are available to assist you.

Parking at the Medilink retail centre, child care centre and the Australian Red Cross Blood Service

Paid parking is available at the Medilink retail centre. This car park is operated independently of the hospital and daily rates are commercially priced.

The Australian Red Cross Blood Service also has dedicated free car parks located at the front of its premises for the exclusive use of donors.