



METROPOLITAN HEALTHCARE SERVICES

**COST-EFFECTIVE
SERVICES
MANAGEMENT
FOR HOSPITALS**

ABOUT METROPOLITAN HEALTHCARE SERVICES

Reduce Costs Without Reducing Services

Hospitals are under increasing pressure to lower operating costs while maintaining standards of service and care. Metropolitan Healthcare Services (MHS) provides cost-effective, value-driven customized support services—parking lot management, transportation, and valet services—to medical facilities throughout the United States. Partnering with MHS allows our customers to focus on the day-to-day business of providing medical care to patients, while allowing us to focus on the efficient management of hospital support services. Whatever your facility needs, from shuttle transportation to thoughtful concierge support, we tailor our service offerings to suit your needs while reducing costs and increasing profitability.



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What Sets Us Apart

We achieve the MHS Difference through rigorous employee training and a pay-for-performance compensation scheme. MHS works with your HR department to develop hospital orientation training to further educate our staff about your specific facility and the health-care industry as a whole. We encourage our employees to undertake ongoing training opportunities and aim to promote from within. Once a quarter, we host training workshops to refresh basic knowledge and identify any service areas that may need improvement. We believe that a confident, friendly staff builds trust with patients and hospital employees alike. Our industry-low attrition rate of 20% tells us that our work philosophy encourages employees to build long-term careers with MHS.

Most importantly, we *always* go the extra mile for you.

MHS tailors all of our service offerings to fit our customer's needs. We provide clear-cut recommendations designed for your requirements and calculated to improve your profit margin. Whatever your vision, we ensure you will achieve it. Our services include:

Green Off-Campus Shuttle Transportation

With our own drivers and state-of-the-art shuttle vehicles, we provide door-to-door transportation for employees and visitors. MHS streamlines off-campus green transportation with our own clearly marked, eco-friendly shuttles and easy-to-follow signage. Safety personnel and up-to-date communication devices for every staff member add value to traditional hospital shuttle services. Our shuttle fleet accommodates everything from up to 44 pack vehicles, allowing MHS to easily expand or scale-back services to meet your changing requirements.

Valet Services

Uniformed valets greet your visitors at the door with a warm smile and a helping hand. Should your visitors require

directions, wheelchair assistance, or even a glass of water while they wait for their car to pull around, our staff is there to help. Valets are even available to assist with your special events.

It is extremely important to us that we provide a friendly, familiar face to regular visitors, so that we may build an atmosphere of comfort and trust. We understand that hospitals can be stressful environments, so our staff is trained to make your patrons' first steps on campus pleasant and welcoming.

Parking Lot Management

MHS improves your parking lot efficiency with highly trained staff, strategically placed revenue equipment and rigorous audits, all of which increase parking lot profits for your facility. We handle all monthly parking contracts, hourly ticketing systems, garage staffing, equipment repairs, quarterly lot cleaning and maintenance, intercom assistance, and traffic control.

MHS constantly tracks and examines our operations to find ways to improve parking strate-

gies. We provide regular reports outlining traffic flow, revenue breakdowns, and detailed car counts. These audits allow you to track your return on investment and evaluate the effectiveness of our parking management solutions. It's our job to deal with the headaches while you reap the benefits of increased efficiency, fewer complaints, and higher revenue.

Greeters

On-staff greeters are the first impression many patients have of your medical facility. Knowledgeable greeters know where to direct visitors for appointments, testing, or to visit a patient. A friendly greeting puts patients at ease and assists them in finding the right department quickly and easily, saving them and your medical staff time and increasing efficiency.

Garage Management

In addition to parking lot management, MHS is able to provide your facility with a higher level of garage efficiency and ease traffic flow into and out of an on-site facility. Garage staff are knowledgeable in the "stack-and-pack" method of

parking, which maximizes the number of parking spaces available.

Garage/Lot Upkeep

MHS staff will organize a regular cleaning schedule of your garage or parking lot, recommends ways to increase efficiency and maximize space and ensures the presence of safety personnel and communication devices for parking employees.

Courier Services

Experienced courier staff will see to the delivery of off-site test results and X-rays to and from your facility. Efficient, timely and cost-effective service helps hospitals save both time and money.

Transporters

Our fully trained transporter staff transfers patients to and from any department for tests and appointments. Our staff understands the need for gentle, discreet assistance and the timely arrival of patients to testing facilities to prevent unneces-

sary delays.

Porter Services

Patients require swift, gentle transfer to post-op recovery rooms, and our porters will make sure that your patients receive excellent care while they are being moved from one area of your facility to another. Porters are trained to deal with patients with courtesy and prepared to expect the unexpected.

Consulting

Our business consultants will work with you to discover the ways in which you can increase efficiency and customer satisfaction while improving your organization's bottom line. We listen to your needs and wants and tailor those to our personalized plan for your facility. MHS does not offer cookie cutter solutions to hospital management problems; we only offer tailor-made answers to your specific requirements.

The MHS Difference

We aim to a higher standard of service for our customers and pride ourselves on the positive relationships we build with our clients and employees. Unlike many cookie-cutter companies, our service menu developed organically because we listened to our clients and their needs. Your needs are always at the forefront of our minds, so we never offer pre-packaged services. Our tireless drive to find solutions that save you money and our staff's flexibility and willingness to learn new skills allow us to fulfill even highly unusual service requests. Everything we do, every day, enhances your patient's healthcare experience and improves your facility's profitability. That's a promise.

The MHS Story

MHS, Inc., founded in 1997, started business by providing valet services to high-end restaurants in the Baltimore-Washington, D.C. corridor. We realized that our successful, customer-focused approach could be offered to other industries, and we became one of the first companies in the U.S. to provide healthcare concierge services to hospitals and medical facilities. Our first contract was with Arlington Hospital (now known as Virginia Hospital Center). From this successful beginning, we diversified our service offerings to include green shuttle transportation, garage cleaning and management, and hospital porter and courier services.

Today, MHS is a multi-million dollar corporation contracting with institutions such as Johns Hopkins Medical Center and Yale New Haven Medical Center. We are members and supporters of the International Association for Healthcare Safety and Security (IAHSS).

Our Mission

Metropolitan Healthcare Services strives to provide a vast portfolio of superior transportation and support services to healthcare organizations. We focus on aligning our efforts with our client's needs, culminating in lucrative partnerships with our customers. Everything we do focuses on improving our employees' knowledge and service skills to better achieve your goals and maximize your profits. That's the MHS Difference.

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