

September 16, 2022

Keeping You Informed

## Surrey Memorial Hospital Physician Parking

### Did You Know?

Surrey Memorial Hospital offers over forty (40) reserved stalls dedicated for physicians with a valid ePermit. Staff and Daily Pay are **not** permitted to park in these reserved stalls.

### Affected Parking Group

Parking user group - Physicians

Designated physicians stalls are as follows:

- **North Parkade**
  - P3 Stalls #3130-3134: Emergency Physicians (D4, D5, D6, E1, E2) – *ER Physician Only*
  - P3 Stalls #3135, 3137-3145: Physicians Only 7am-3pm
  - P3 Stall #3136: Hospitalist Physicians (M24) – *Hospitalist Only*
  - P5 Stalls #3671-3680: On-Call Physicians
- **South Parkade**
  - P2 Stalls #1014-1023: On-Call Physicians
- **Charles Barham Pavilion**
  - Stall #1188: On-Call Physicians

### Instructions

All physicians will be required to have a valid ePermit through the hangTag platform, please follow these instructions.

#### Existing Physician Parkers

Ensure your licence plate information is up to date.

#### New Physician Parkers

Sign up for an ePermit using the hangTag Portal. Refer to instructions below.

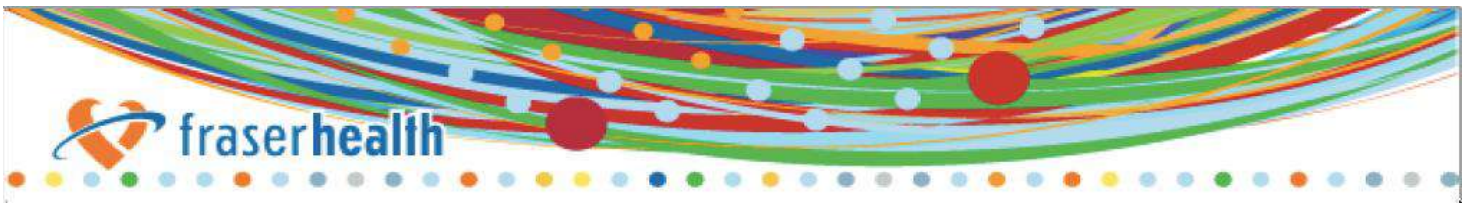
**Must use Google Chrome to access the link below:**

[lmcparking.hangtag.io](https://lmcparking.hangtag.io)

#### Account Setup

- 1) Visit the hangTag ePermit Portal on your smart phone or computer using Google Chrome (see link above)
- 2) Create a personal hangTag account
  - a. If you already have the hangTag mobile app, please sign in to your existing hangTag account
- 3) Fill out & save your profile information
  - a. Select **Physicians** from Organization drop-down menu
- 4) Add your licence plate(s)

[lmcparking.hangtag.io](https://lmcparking.hangtag.io)



## Buy ePermit

- 5) Filter for “Physicians”
- 6) Select ePermit → [Surrey Memorial Hospital - ER Physician or Hospitalist or Physician or Physician \(Short Term\)](#)
- 7) Click “Continue” and *accept the Terms and Conditions*, then “CONFIRM”

## Payment Information

- Annual one (1) time payment required
- **Payments through the hangTag app are not available**
- Payment Options:
  - Call the LMC Parking Office at 604-930-5440
    - Open M-F, 8:00am-3:30pm
  - Pay in-person at FH Cashiers office – hours of operation:
    - SMH, M-F, 8:30am-3:15pm
      - Send payment receipt via email to [LMCParking@fraserhealth.ca](mailto:LMCParking@fraserhealth.ca) with the following information:
        - Name
        - MSP number
        - Site
        - Parking Program (ER physician, physician, hospitalist or short term physician)

## Cancellations

### How to cancel hangTag ePermits

HangTag parking users are to email [LMCParking@fraserhealth.ca](mailto:LMCParking@fraserhealth.ca) to cancel their parking request with the following information:

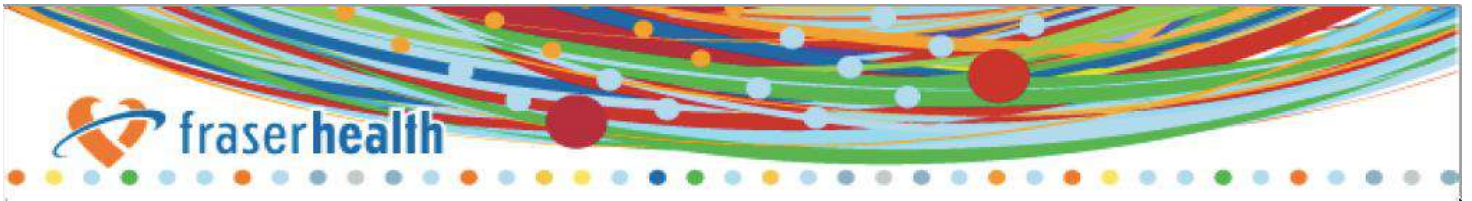
- Employee name
- Employee number/MSP number
- Parking program
- Site
- Date of cancellation



### OPTIONAL (Recommended):

Download the hangTag mobile app and sign in to your hangTag account to conveniently manage your licence plates and see a map view of where you can park with your ePermit.

- Wait for the hangTag approval email to start parking – there is a turnaround time of five (5) business days
- Download the hangtag App to view your parking options on your smartphone via the App Store or Google Play



## Need Assistance?

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### Read FAQ's

In the hangTag ePermit Portal, click on the Help tab to view FAQ's

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### ePermit Portal Help Line (Mon-Fri 9am-4pm)

Impark HEALTH operations staff are available to help you navigate the web portal if you're having trouble after reading through the FAQ's:

**Call: 778.371.0400**

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### LMC Parking Administration (Mon-Fri 8am-4pm)

For any questions related to your parking privileges, waitlist, payment, cancellation, or other information, please email or call Parking Administration:

**Email: [LMCparking@fraserhealth.ca](mailto:LMCparking@fraserhealth.ca)**

**Call: 604.930.5440**

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### HangTag Account Issues

If you are experiencing any issues with the mobile app, creating a hangTag account or signing into your existing hangTag account, please contact our hangTag support line:

**Call: 844.309.1028**

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We thank you in advance for your cooperation and understanding during this parking transition.

Lower Mainland Integrated Protection Services  
Parking Administration Office  
Email: [LMCparking@fraserhealth.ca](mailto:LMCparking@fraserhealth.ca)  
Telephone: 604.930.5440

**PLEASE POST FOR THOSE WHO DO NOT HAVE ACCESS TO OUTLOOK**

[lmcparking.hangtag.io](http://lmcparking.hangtag.io)