

Electric Vehicle Charging for Healthcare Centers



Situation

Similar to other types of commercial buildings, healthcare facilities and hospitals are seeing an increased demand for EV charging stations. Doctors, administrators and patients are seeking reliable charging stations, not only with a modern design but also ease of use. Equally important is choosing a responsive provider that is guaranteed to deliver best-in-class customer and maintenance service.

A large medical center on the West Coast contacted an ACDI reseller to upgrade their current EV charging stations, after several years of dealing with issues and complaints.

Challenge

The medical center already had 16 stations, installed by an alternative EV charging provider located throughout their parking. Many of these stations were often out of service for extended periods of time, and calls to the EV provider resulted in little to no response. Patients and visitors had no way to charge their EVs. Hospital staff, faced with unreliable EV stations, had to make alternate arrangements.



Open networks have made EV charging stations accessible to more than 1 million EV drivers in the U.S.



Why medical facilities need EV charging:

- For staff and patient charging
- Support green initiatives
- Fleet opportunities

Solution

After encountering multiple issues with their stations and little urgency on their current provider to resolve downtimes, the medical center decided to talk to make the switch. They decided to begin removing their existing stations and replace them with ACIDI Energy charging stations, utilizing a staggered timeline approach.

Three key features stood out about ACIDI Energy: the hardware, software, and service. With ACIDI Energy’s best-in-class stations in place, patients and employees would have access to easy-to-use stations with the highest reliability on the market. With the ACIDI Energy’s support team, most station issues can be resolved remotely and within hours of reporting, not days or weeks. And the full replacement warranty provides any more advanced fixes free of charge.

Results

Over the last four months, the medical center has replaced the first two stations and is working to upgrade the remaining charging stations. Even with only two updated stations, the medical center has reported an increase in usage and no station outages. Patients and staff finally have a new, reliable solution to charging.



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