

WINTER 2015

VA SALT LAKE CITY  
HEALTH CARE SYSTEM  
**VISITOR  
GUIDE**



**GEORGE E. WAHLEN DEPARTMENT OF VETERANS AFFAIRS MEDICAL CENTER**

**VA**



HONORING SERVICE  
**EMPOWERING  
HEALTH**

500 Foothill Drive  
Salt Lake City, UT 84148  
801-582-1565

[www.SaltLakeCity.VA.gov](http://www.SaltLakeCity.VA.gov)



[www.facebook.com/VASaltLakeCity](https://www.facebook.com/VASaltLakeCity)



[www.twitter.com/VASaltLakeCity](https://www.twitter.com/VASaltLakeCity)

## OUR INSPIRATION AND NAMESAKE: GEORGE E. WAHLEN (1925 - 2009)



This remarkable, yet reluctant hero truly exemplifies the meaning of patriotism, commitment to service and love of country.

George E. Wahlen earned the Medal of Honor as a Navy Corpsman at the battle of Iwo Jima where he is credited for saving countless lives. He was injured on three separate occasions but refused to leave the battlefield. Many who witnessed his heroics remain dumbfounded he survived. President Harry S. Truman presented the Medal of Honor to Mr. Wahlen in 1945. He later re-enlisted in the United States Army, where he served during the Korean War and the Vietnam War. He retired a highly decorated officer with the rank of Major. He then went on to a career with The Veterans Benefits Administration where he continued to serve our country and other Veterans for fourteen years. His story of gallantry as a Navy Corpsman and subsequent years of dedicated service is truly inspirational.

In 2004, President George W. Bush signed legislation authorizing the naming of the George E. Wahlen Department of Veterans Affairs Medical Center in Salt Lake City. As federal buildings cannot bear the name of a living person, Congress approved special legislation allowing for an exemption in the case of Mr. Wahlen.

## ORIGINS OF VA SALT LAKE CITY HEALTH CARE SYSTEM (EST. 1952)



VA Medical Center

The VA Salt Lake City Health Care System is made up of compassionate employees committed to caring for Veterans whose sacrifices know no limit. We have a privilege few others Americans have – to improve their lives.

Our health care system consists of the George E. Wahlen Department of Veterans Affairs Medical Center in Salt Lake City, Utah and 10 community clinics across Utah, Idaho and Nevada. We provide healthcare to over 50 thousand eligible Veterans across 125,000 square miles of the intermountain west. We are a teaching hospital, providing a full range of patient care services, holistic medicine as well as education and research. Our Community clinics provide the same primary care services that the main facility does, which includes women's healthcare and mental health service. Our tele-health and tele-mental health programs allow Veterans in

rural areas to access the care they need in their own communities.

Education continues to be a strong focus at the VA Salt Lake City Health Care System. We teach and train some of the best doctors and nurses in the health care industry. We have a major affiliation with the University of Utah School of Medicine and numerous colleges and universities throughout the United States with an emphasis on institutions in the Intermountain West.



## OTHER VETERAN AND FAMILY SERVICES

### FISHER HOUSE



#### **Fisher House:**

This home away from home provides a place for families to stay, free of charge, while their loved one is receiving treatment. Because Veterans often travel long distances in order to receive medical care at our facility, the Fisher House fulfills a critical need in our highly rural region. Veterans and their families can enjoy spectacular mountain views while in a comfortable environment of hope, community, and healing. Reservations are required. Please call Quinn Kiger-Good at 801-582-1565 ext. 5900.

### VALOR HOUSE



#### **Valor House:**

A 72 room home for Veterans transitioning from homeless to hopeful. The VA Salt Lake City Health Care System continues to move toward VA's goal of eliminating Veteran Homelessness. Valor House is a partnership between VA and the Salt Lake City Housing Authority. Valor House allows our Veterans to live on campus and be close to essential medical care, coupled with the facility's in-house supportive services. For more information contact our homeless program at 801-582-1565 ext. 6301.

## ENROLLMENT / ELIGIBILITY

To receive VA health care benefits, all Veterans are encouraged to enroll in the VA Health Care System. An official notification regarding the Veteran's priority group will be mailed to the Veteran after VA verifies enrollment information and processes the application. If you served in the active military, naval or air service and are separated under any condition other than dishonorable, you may qualify for VA health care benefits.

*Current and former members of the Reserves or National Guard who were called to **active** duty by a federal order and completed the full period for which they were called or ordered to active duty may be eligible for VA health care as well.*

**For enrollment questions, call: 801-584-2585**

#### **New Patient Orientation:**

NPO introduces the programs and services available to Veterans and how to effectively access what they need to take better care of themselves (open to all enrolled Veterans). To schedule a class, please call: **801-582-1565 ext. 4506**

**My HealthVet** (VA's Online Personal Health Record):

This program offers prescription refills, lab results, secure messaging, and other planning tools to help Veterans take charge of their healthcare from the comfort of their own home. **Sign up today at: [www.myhealth.va.gov](http://www.myhealth.va.gov)**

**Transfer and Lodging Center (TLC):**

Offers short term lodging to Veterans (not family) traveling further than 50 miles to the medical center for treatment. For more information, call: 801-584-5626

**Library:**

Features regular and large print books and magazines. Internet access also available. Located in Bldg 1, 1st floor in RM 1G17. Mon. - Fri. from 7am to 6pm - ext. 1209

**Lost and Found/Patient Belongings:**

Located in the basement of Building 14, room BB12. Mon. - Fri. 7am to 3:30pm, 801-582-1565 ext 1442. Patient Belongings can be reached at: 801-339-2590

**VA Police:**

Please report all suspicious or criminal activity, vehicle accidents, and personal property losses as soon as possible. General assistance: 801-582-1565 ext. 1414  
Emergencies: 801-582-1565 ext. 4444

**Automatic Teller Machines:**

ATM's are located in the main lobby, the Patriot Café and at the Credit Union

**Patriot Café:**

The cafeteria is open to both patients and visitors located in Bldg 8 near the gymnasium. Open 7:30am to 3pm, Monday through Friday. Grill closes at 2pm

**TOP Café:**

Located in the Bldg 5 Café. Open Monday through Friday: 5pm to 6:15pm; Weekends & Holidays: 7am to 8:15am; 11:15am to 1pm and 5pm to 6:15pm

**Patriot Store:**

Located in Bldg 8 across from the cafeteria. The store stocks most basic needs to include: clothing, toiletries, personal care items along with snacks and drinks. Hours are Monday – Friday, 7:30am to 3:30pm

**Chaplain and Pastoral Care:**

Spiritual care is integrated into the total program of health care here. The Chapel is open for daily prayer and meditation. Call: 801- 582-1565 Ext. 4280

## TRANSPORTATION SERVICES

**Veterans Transportation Service (VTS) for VA Appointments:**

We transport Veterans to our medical center from approximately 50 cities and towns across the state of Utah, parts of Idaho, Nevada and Wyoming. Visit our transportation office on the ground floor of building one for our VTS schedule or call us at: 1-800-613-4012 ext. 2003/1027.

**Guest Shuttle Service:**

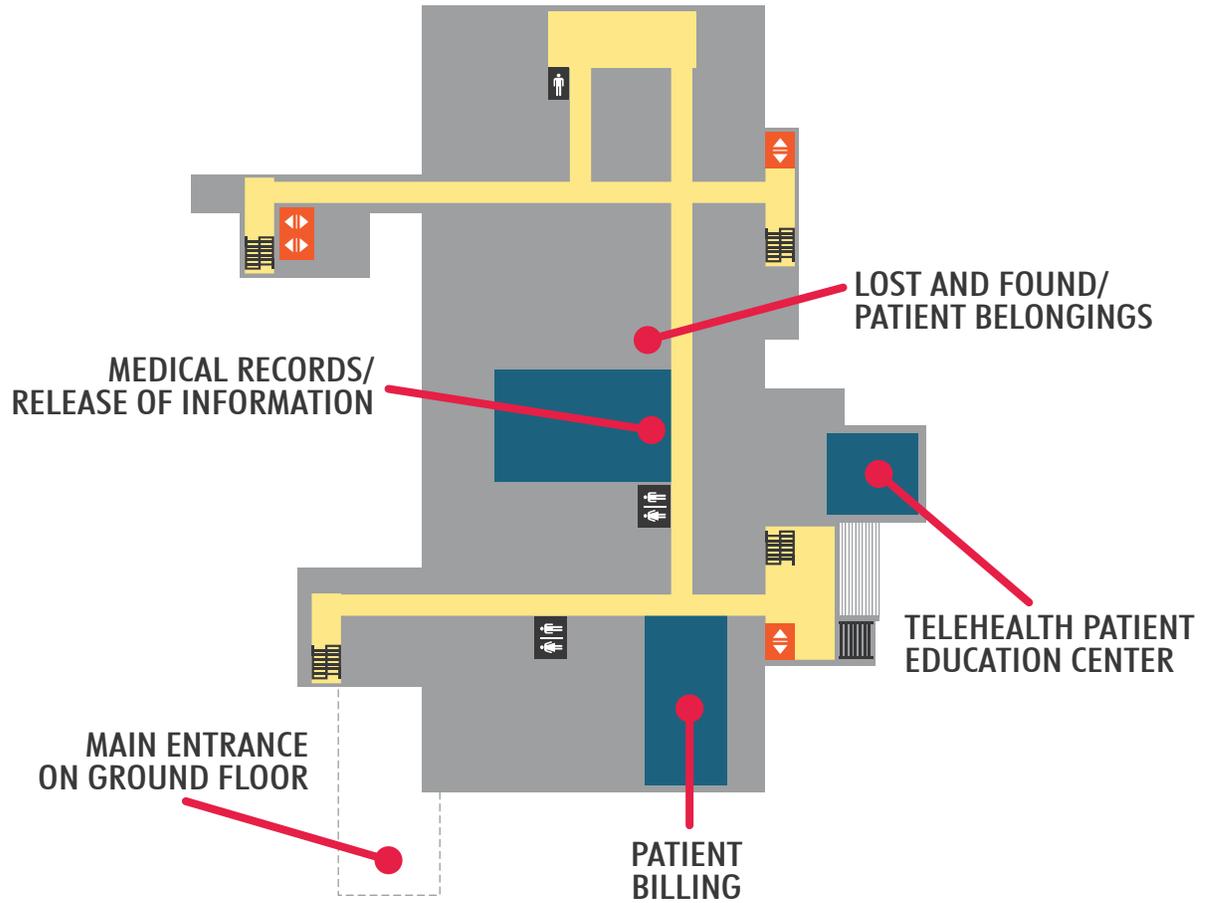
A courtesy cart shuttle service provides transportation for Veterans and family members who are disabled to various locations throughout the ground floor of our medical center during the week between the hours of 8am and 4pm. (Dial 6700 or 6710 from a VA phone to obtain a courtesy cart).

**Campus Wide Shuttle Service:**

Contact the Information Desk for route schedule at: 801-582-1565 ext. 4631

# BASEMENT FLOOR

B



# GROUND FLOOR

G

TUNNEL TO  
BLDGs 2, 3, 4, 8  
CANTEEN, POOL, GYM  
& VOLUNTARY SERVICE

COFFEE BAR

PHARMACY

OIF/OEF  
CLINIC

COURTYARD

TRAVEL

CASHIER

BLUE  
CLINIC

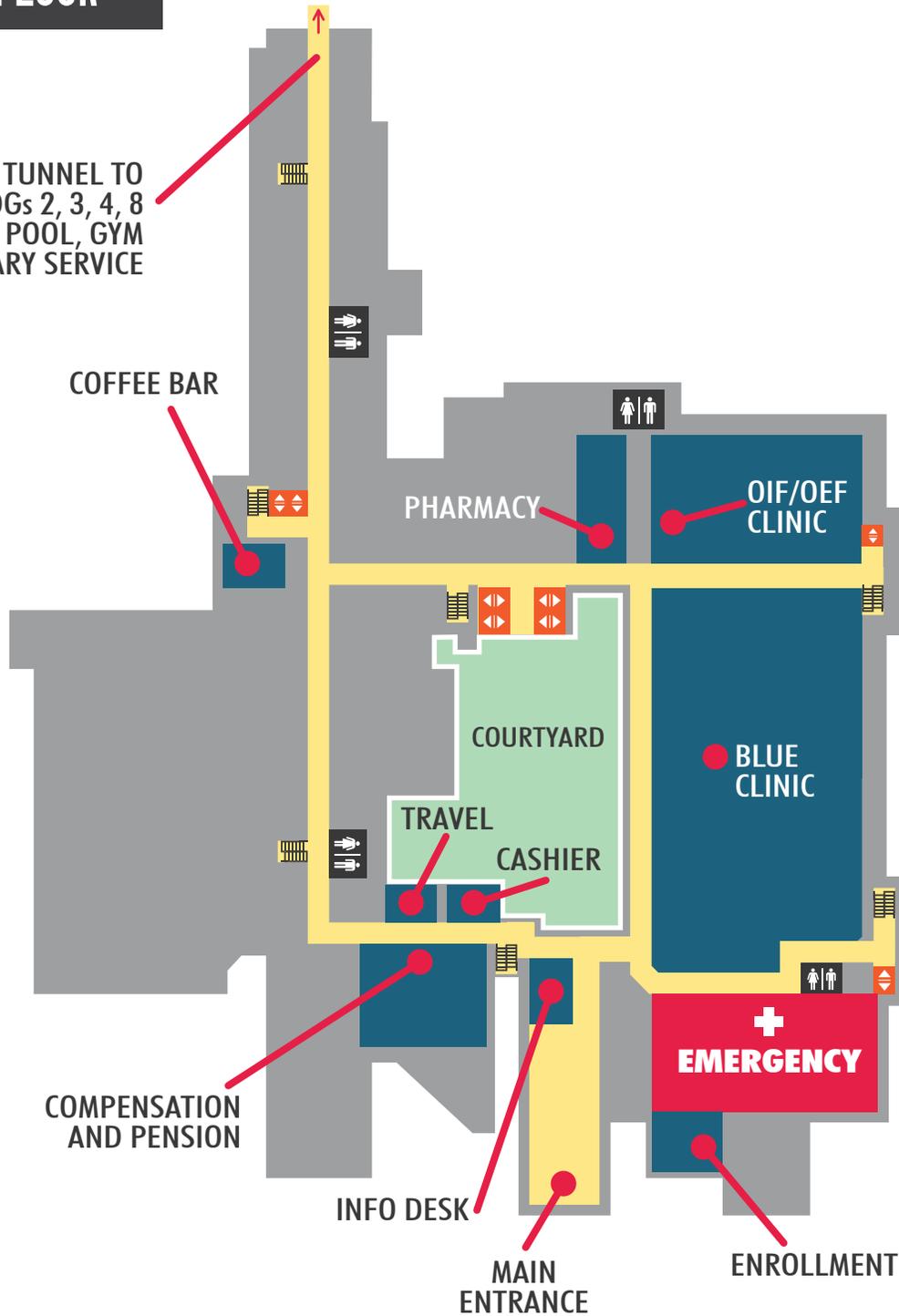
COMPENSATION  
AND PENSION

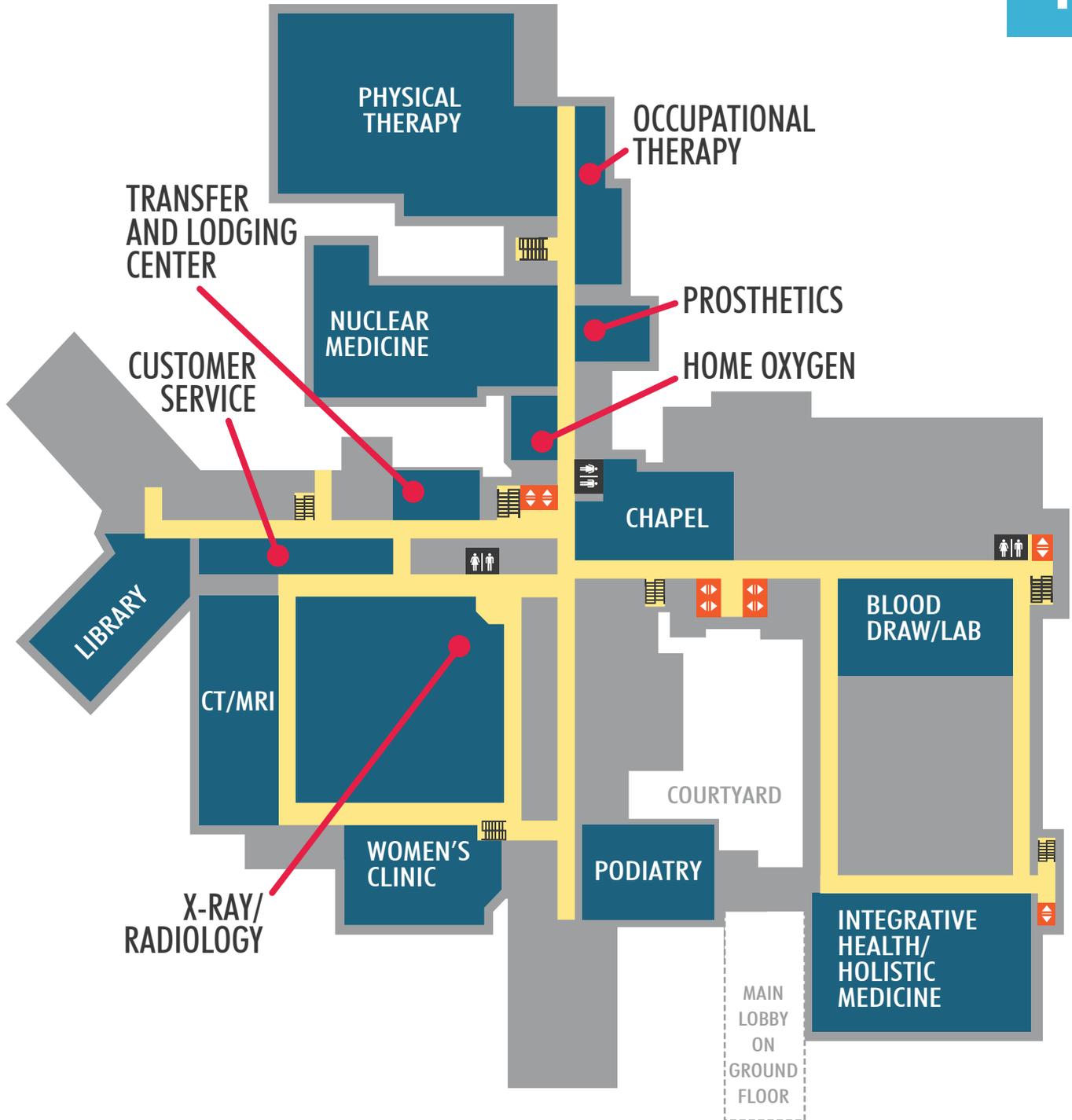
INFO DESK

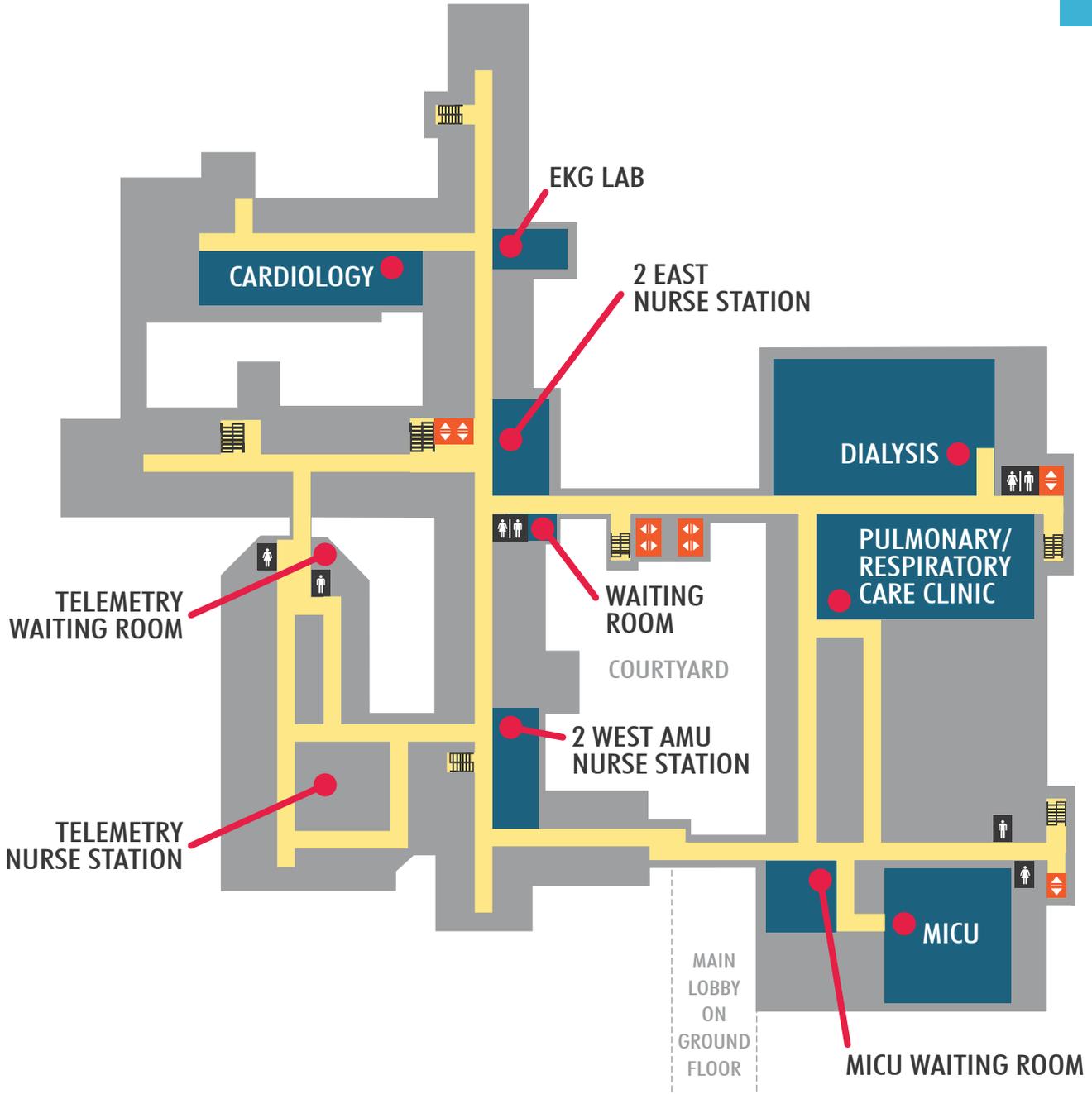
MAIN  
ENTRANCE

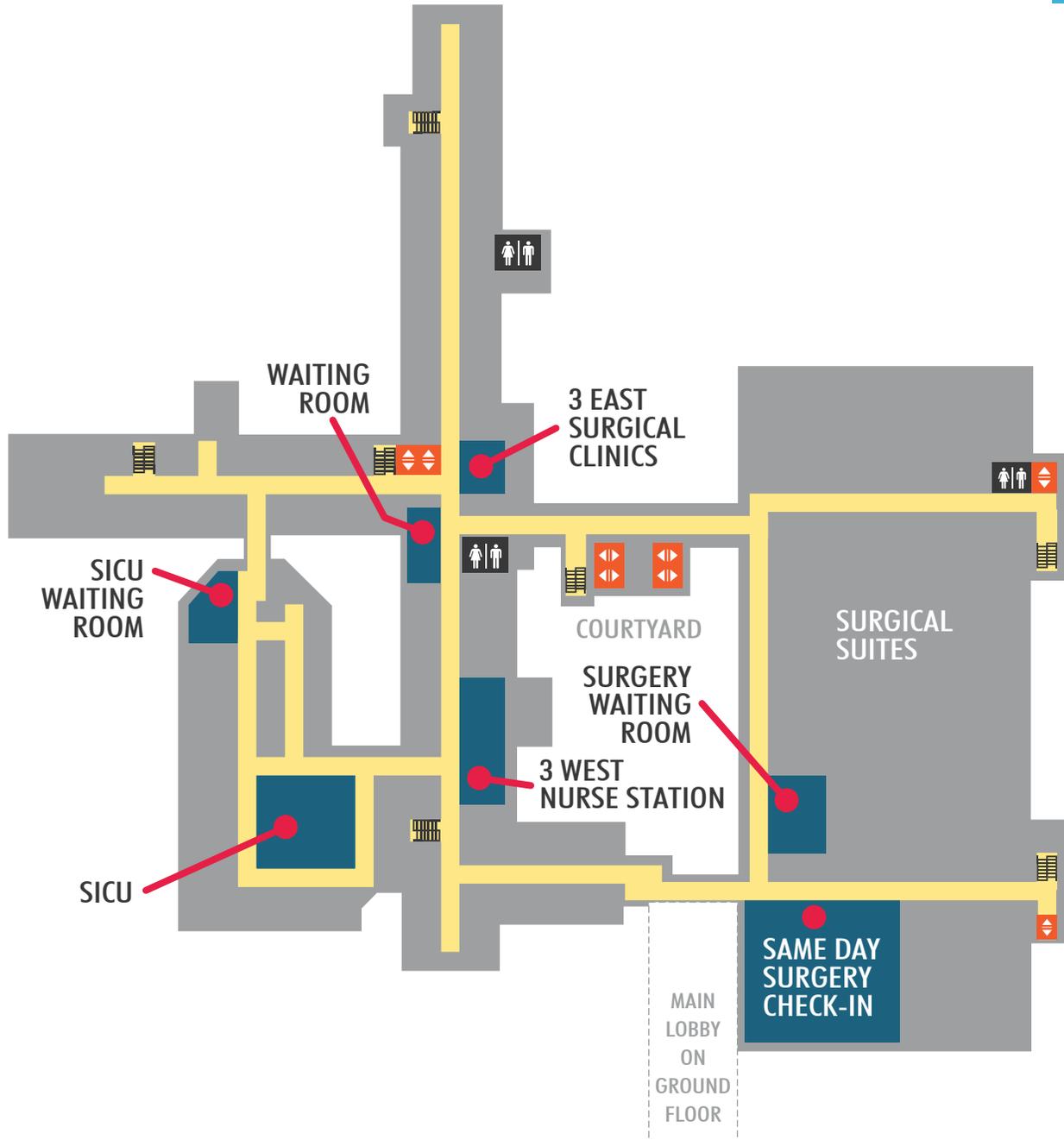
EMERGENCY

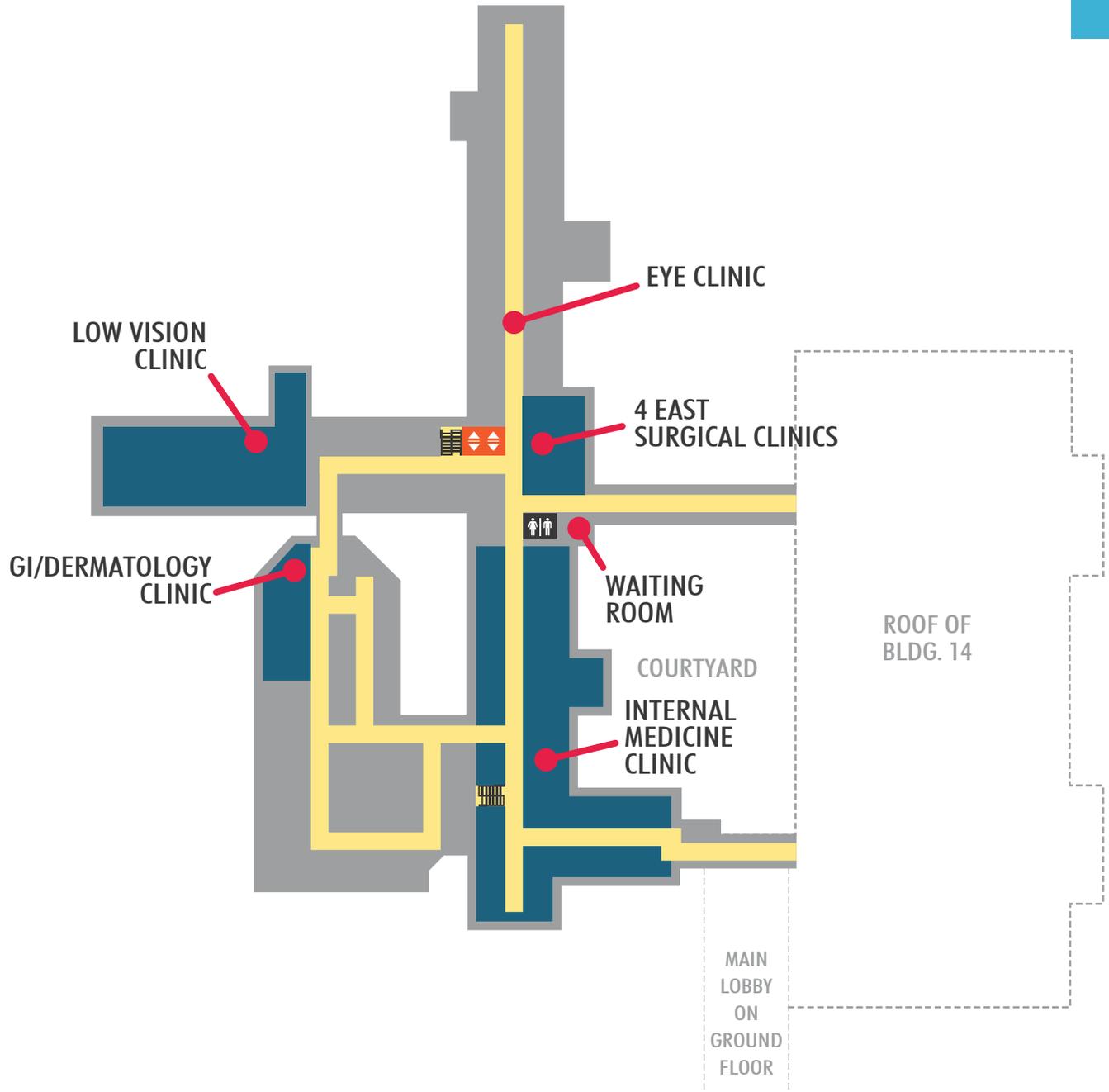
ENROLLMENT











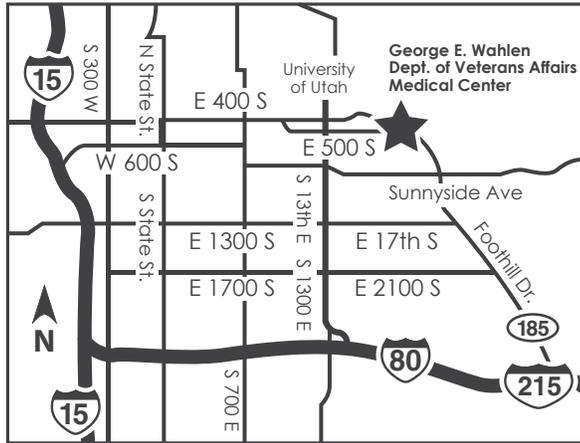
# CLINIC PHONE NUMBERS

**DIAL 801-582-1565 THEN EXTENSION#**

Floor	Clinic Name	Ext.	Floor	Clinic Name	Ext.
<b>G</b>	Blue Clinic (Primary Care).....	1866	<b>2</b>	Telemetry.....	1002
<b>G</b>	Cardiac Transplant Clinic.....	4543	<b>3</b>	3 East Clinics.....	1600
<b>G</b>	Compensation and Pension.....	1037		<i>Urology</i>	<i>ENT</i>
<b>G</b>	Internal Medicine.....	2569		<i>Vascular Surgery</i>	<i>Plastic Surgery</i>
<b>G</b>	Nutrition Clinic (Blue Clinic).....	2123		<i>Wheelchair Mobility</i>	<i>General Surgery</i>
<b>1</b>	Transfer and Lodging Center.....	5626		<i>Prosthetics/Orthotics/SCI &amp; Stroke</i>	
<b>1</b>	Pharmacy Area.....	1382/2525	<b>3</b>	3 West Surgical Ward.....	1699
<b>1</b>	Home Oxygen Equipment.....	5266/5260	<b>3</b>	EEG Lab Scheduling.....	2569
<b>1</b>	MRI/CT Scan.....	2354/2364	<b>3</b>	EMG Lab (Schedule through Int. Med.)....	2569
<b>1</b>	Nuclear Medicine.....	1266	<b>4</b>	Internal Medicine.....	2569
<b>1</b>	Physical/Occupational Therapy.....	1575/1579	<b>4</b>	Surgical Intensive Care Unit (SICU).....	1630
<b>1</b>	Podiatry.....	4826	<b>4</b>	4 East Clinics.....	2568
<b>1</b>	Prosthetics.....	1220		<i>Ophthalmology</i>	<i>Orthopedics</i>
<b>1</b>	Radiology/X-Ray.....	1581-1583		<i>Neurosurgery</i>	<i>Thoracic</i>
<b>2</b>	Women Veterans Clinic.....	5414		<i>Optometry</i>	
<b>2</b>	2 East Inpatient Services.....	1780	<b>4</b>	4 North Tower.....	1236
<b>2</b>	Ambulatory Medicine Unit (AMU).....	2249		<i>Dermatology</i>	<i>Musculoskeletal</i>
<b>2</b>	Cardiology (Schedule through Int. Med.)...	2569		<i>GI</i>	<i>Renal</i>
<b>2</b>	Dialysis/Renal.....	1995		<i>Liver</i>	
<b>2</b>	EKG Lab.....	2399	<b>4</b>	Low Vision Rehab Clinic.....	1574
<b>2</b>	Medical Intensive Care Unit (MICU).....	1725	<b>4</b>	Infectious Disease Nursing Clinic (PRN)...	2602
	Respiratory Care Center.....	1238	<b>4</b>	Optician/Eye Glasses (4 North).....	2568
			<b>90</b>	Audiology/Speech Therapy.....	1285
			<b>90</b>	Dental Clinic.....	1-800-613-4012, Ext. 1206
					2149

**TOLL FREE: DIAL 800-613-4012, THEN ASK TO BE CONNECTED TO A CLINIC**

# DRIVING INSTRUCTIONS



## FROM I-15 NORTHBOUND:

Exit 600 South and head East on State St., Turn North, then East onto 400 South. The hospital is located on the South side of the street.

## FROM I-15 SOUTHBOUND:

Exit 400 South and head East. The hospital is located on the South side of the street.

## FROM I-80:

Exit 1300 East and turn North. Turn East onto 500 South. The hospital is located on the south side of the street.

## FROM I-215:

Exit Foothill Dr. Travel N. The hospital is located on the S side of the street.

# BUILDINGS ON CAMPUS

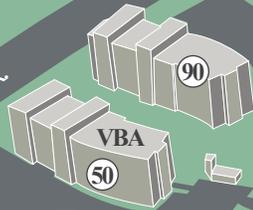
Main Facility .....	1/14
Research Offices .....	2
Human Resources/Logistics .....	4
Dietetics/Top Café .....	5
Patriot Cafe / Multipurpose Center (MPC) / Voluntary Service / Pool / Gym .....	8
Auditorium .....	9
Mental Health Outpatient Clinic .....	16
Emergency Operations Center .....	18
Valor House .....	20
Fisher House .....	32
VA Regional Office .....	50
Dental/Audiology/Speech Pathology Center .....	90
Computer/CPRS Training Center .....	T1
GEM Court Garden .....	G
Purtkahgahm (Healing) Garden .....	H

**VISITING HOURS:** There are no set visiting hours. We believe you should be able to see your loved one at any time as long as it does not interfere with the patient's care or need for rest. Only 3 visitors at a time.

# GEORGE E. WAHLEN DEPARTMENT OF VETERANS AFFAIRS MEDICAL CENTER

MARIO CAPECCHI  
ENTRANCE

FOOTHILL DR.



William E. Christofferson  
Salt Lake Veterans Home

First Friends  
Child Care

SUNNYSIDE  
ENTRANCE



WAHLEN

H

T1

G

CREDIT UNION

KISTERS

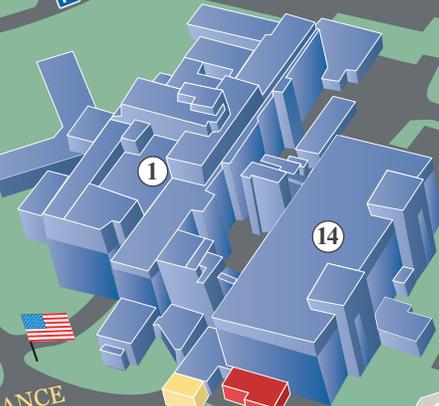
KISTERS

BENNYON

BAKER

THACKER

KISTERS



MAIN ENTRANCE

Lobby

PATIENT  
PARKING  
GARAGE

Employee  
Parking

RVLot

EMERGENCY

GUARDSMAN ENTRANCE



## LEGEND

- LOBBY ENTRANCE
- EMERGENCY ROOM
- MAIN FACILITY
- PARKING/ROADS

500 SOUTH

PATIENT  
PARKING  
GARAGE

Employee  
Parking

RVLot

EMERGENCY

GUARDSMAN ENTRANCE



## LEGEND

- LOBBY ENTRANCE
- EMERGENCY ROOM
- MAIN FACILITY
- PARKING/ROADS

# IMPORTANT TELEPHONE NUMBERS

## VA Salt Lake City Health Care System

### Main Line

- 801-582-1565
- 1-800-613-4012 (Toll Free)

### Customer Service

- 801-582-1565 ext. 1900

### Veteran Service Organizations

- American Legion:  
801-326-2380
- Disabled American Veterans:  
801-326-2375
- Veterans of Foreign Wars:  
801-326-2385
- Military Order of the Purple Heart:  
801-326-2471
- Marine Corp League:  
801-571-2209

### Blood Draw Lab

- 801-582-1565 ext. 4547

### Enrollment Office

- 801-584-1285

### Veteran Benefits Administration

- 1-800-827-1000

### Utah Dept. of Veterans and Military Affairs

- 801-326-2372

### Mental Health

- 801-584-1255

### Local Suicide Prevention Team

(Non-emergent Situations)

- 801-273-8255 ext. 6307

### Emergency Department

- 801-584-1205

### National Veterans Crisis Line

(crisis Line with immediate response)

- 1-800-273-8255 Press 1 for Veterans

### OEF/OIF/OND Clinic

- 801-582-1565 ext. 1465

### Women's Clinic

- 801-582-1565 ext. 5423

### Compensation and Pension

- 801-582-1565 ext. 1037

### Pharmacy Refill

- 801-584-2525 or 1-800-579-0540

### Medical Foster Home Program

- 801-582-1565 ext. 6317

### Nurse Tip Line

- 1-801-584-2575, Option 3

### Respite Care

- 801-582-1565 ext. 4643

### Appointment Scheduling

- 801-582-1565 ext. 2575 Option 1

### Transfer and Lodging Center

- 801-584-5626 ext. 5626

### Vocational Rehabilitation

- 581-582-1565 ext 1827

### Travel Office

- 801-582-1565 ext. 1420

### Homeless Veteran Program

- 801-746-5561 ext. 6301

### Veterans Transportation

- 801-582-1565 ext. 2003/1027

### Veteran Transition Assistance

- 801-432-4937

### Voluntary Service

- 801-582-1565 ext. 1075

### Walk-In PTSD Clinic

Every Tuesday 11:00 am in Bldg 16.

Please bring a copy of your DD214.

- 801-326-2372
- 1-800-894-9497

### Release of Information

- 801-584-1258

### Smoking Cessation Program

- 801-582-1565 ext. 2800

### Substance Abuse Program

- 801-582-1565 ext. 1840

### Patient Billing

- 801-582-1565 ext. 1313

### Office of Communications and Public Affairs

- 801-584-1252

### Vet Centers

- Salt Lake City: 801-266-1499
- Provo: 801-927-8387
- St. George: 435-673-4494
- Pocatello, ID: 208-232-0316

### Information Desk

- 801-582-1565 ext. 4631

VA



U.S. Department  
of Veterans Affairs

## REGIONAL FACILITIES

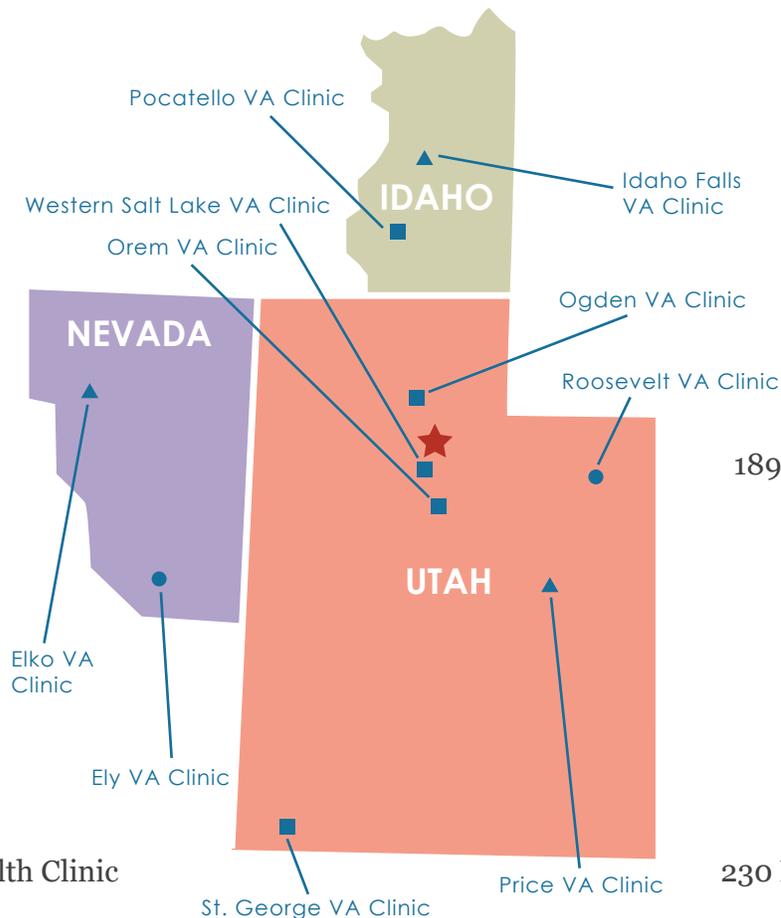
Western Salt Lake VA Clinic  
2750 South 5600 West  
West Valley City, UT 84120  
Phone: 801-417-5734

Idaho Falls VA Clinic  
3544 East 17th Street  
Suite 104  
Idaho Falls, ID 83406  
Phone: 208-522-2922

Pocatello VA Clinic  
444 Hospital Way, Suite 801  
Pocatello, ID 83201  
Phone: 208-232-6214

Elko VA Clinic  
2719 Argent Avenue #9  
Elko, Nevada 89801  
Phone: 775-738-0188

Ely VA Clinic  
William Bee Ririe Rural Health Clinic  
#6 Steptoe Circle  
Ely, Nevada 89301  
Phone: 775-289-3612 ext. 131



Ogden VA Clinic  
982 Chambers Street  
South Ogden, UT 84403  
Phone: 801-479-4105

Orem VA Clinic  
1443 W. 800 N.  
Suite #302  
Orem, UT 84057  
Phone: 801-235-0953

Price VA Clinic  
189 South 600 West, Suite B  
Price, UT 84501  
Phone: 435-613-0342

Roosevelt VA Clinic  
245 W. 200 No.  
Roosevelt, UT 84066  
Phone: 435-725-1050

St. George VA Clinic  
230 North 1680 East, Bldg. N  
St. George, UT 84790  
Phone: 435-634-7608