

**SPRING/SUMMER 2018**

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



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

**VA**



**U.S. Department of Veterans Affairs**

VA Salt Lake City Health Care System

500 Foothill Drive  
Salt Lake City, UT 84148  
801-582-1565  
800-613-4012  
[www.SaltLakeCity.VA.gov](http://www.SaltLakeCity.VA.gov)

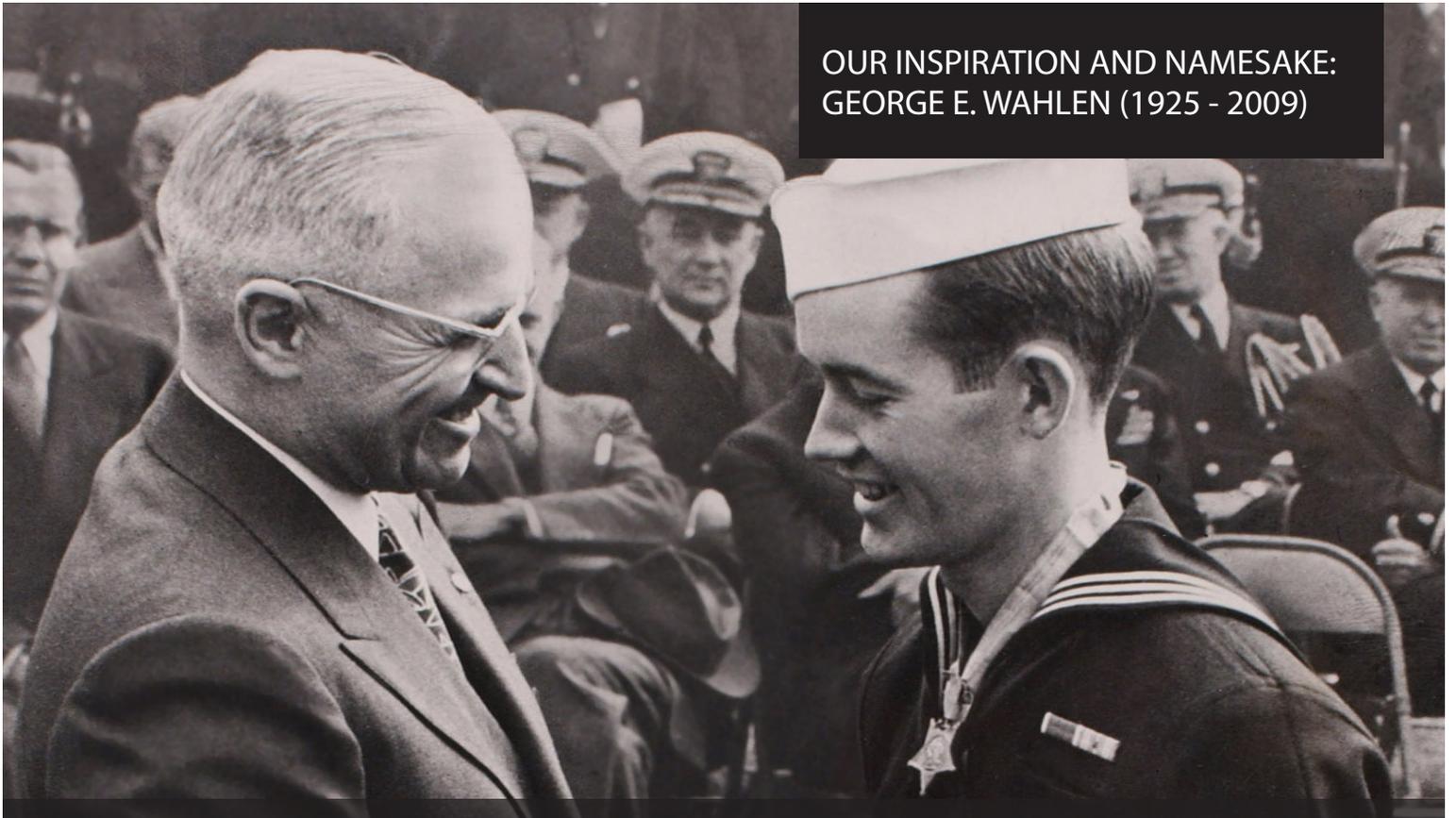


[www.facebook.com/VASaltLakeCity](http://www.facebook.com/VASaltLakeCity)



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



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 801-584-0704.

## 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**

**My HealtheVet** (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 75 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 the basement of Bldg 14, next to Valet pick-up.

Mon. - Fri. from 7am to 6pm - 801-582-1565 ext. 1209

**Lost and Found/Patient Belongings:**

Located in the basement of Building 14, room BB12.

Mon. - Fri. 7am to 4:00pm, 801-582-1565 ext 1442

**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

# CLINIC PHONE NUMBERS

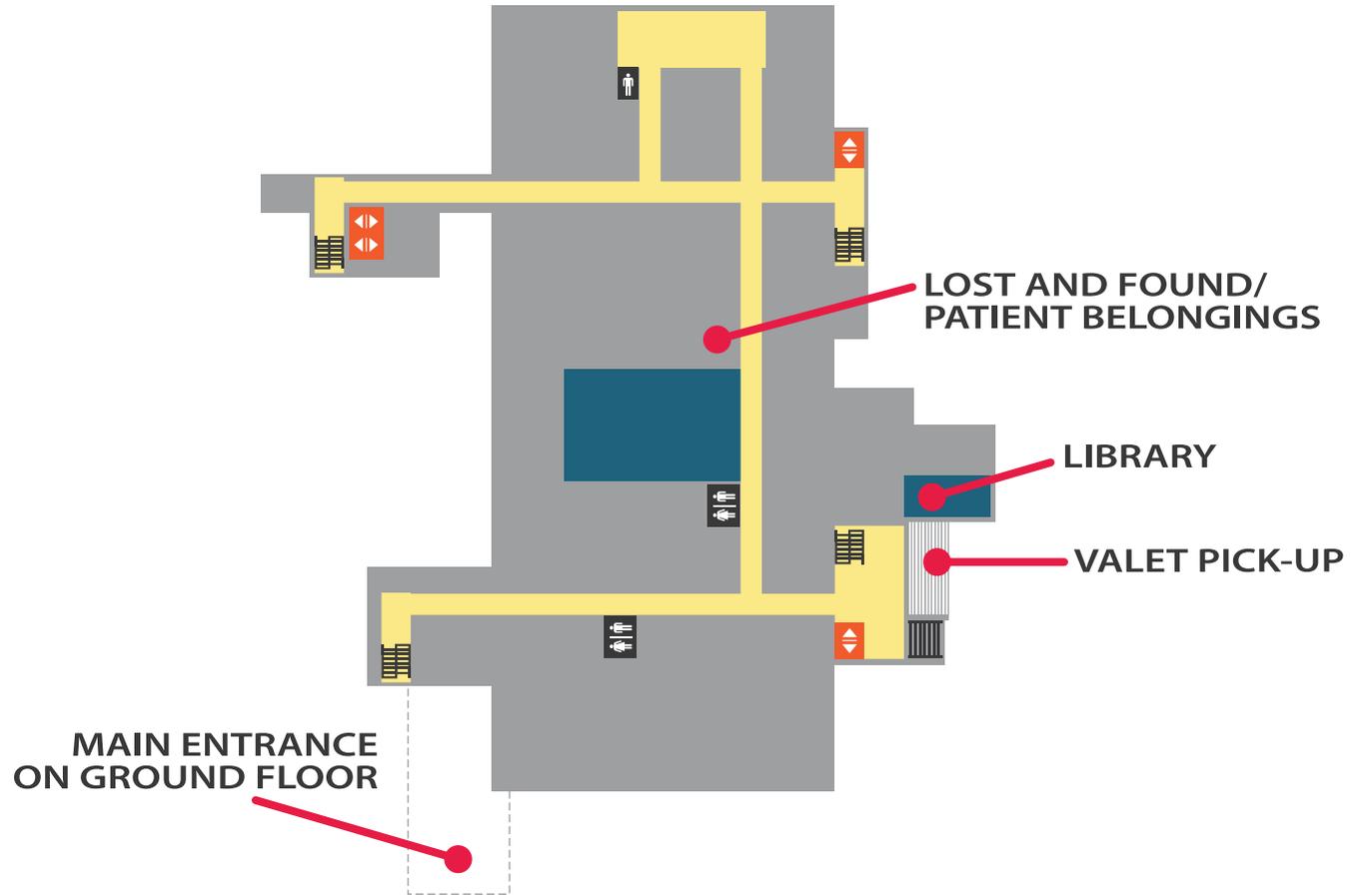
## DIAL 801-582-1565 THEN EXTENSION

Floor	Clinic Name	Ext	Floor	Clinic Name	Ext
<b>G</b>	Blue Clinic (Primary Care)	1866	<b>3</b>	3 East Clinics	1600
<b>G</b>	Compensation and Pension	1037		<i>Urology</i>	<i>ENT</i>
<b>G</b>	Nutrition Clinic (Blue Clinic)	2123		<i>Vascular Surgery</i>	<i>Plastic Surgery</i>
<b>G</b>	Pharmacy Area	1382/2525		<i>Wheelchair Mobility</i>	<i>General Surgery</i>
				<i>Prosthetics/Orthotics/SCI &amp; Stroke</i>	
<b>1</b>	Transfer and Lodging Center	5626	<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>3</b>	Surgical Intensive Care Unit (SICU)	1630
<b>1</b>	Physical/Occupational Therapy	1575	<b>4</b>	Internal Medicine	2569
<b>1</b>	Podiatry	4826	<b>4</b>	4 East Clinics	2568
<b>1</b>	Prosthetics	2202/1220		<i>Ophthalmology</i>	<i>Orthopedics</i>
<b>1</b>	Radiology/X-Ray	1581-1583		<i>Neurosurgery</i>	<i>Thoracic</i>
<b>1</b>	Sleep Medicine	5260		<i>Optometry</i>	
<b>1</b>	Women Veterans Clinic	5414	<b>4</b>	4 North Tower	1236
<b>2</b>	2 East Inpatient Services	1780		<i>Dermatology</i>	<i>Musculoskeletal</i>
<b>2</b>	Ambulatory Medicine Unit (AMU)	2249		<i>GI</i>	<i>Renal</i>
<b>2</b>	Cardiology (Schedule through Int. Med.)	2569		<i>Liver</i>	
<b>2</b>	Dialysis/Renal	1995	<b>4</b>	Cardiology Transplant	4543
<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	2602
<b>2</b>	Respiratory Care Center	1238	<b>4</b>	Optician/Eye Glasses (4 East)	2568
<b>2</b>	Telemetry	1002			
			<b>Building</b>		
			<b>90</b>	Audiology/Speech Therapy	1285
			<b>90</b>	Dental Clinic	1-800-613-4012, Ext. 1206

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

# BASEMENT FLOOR

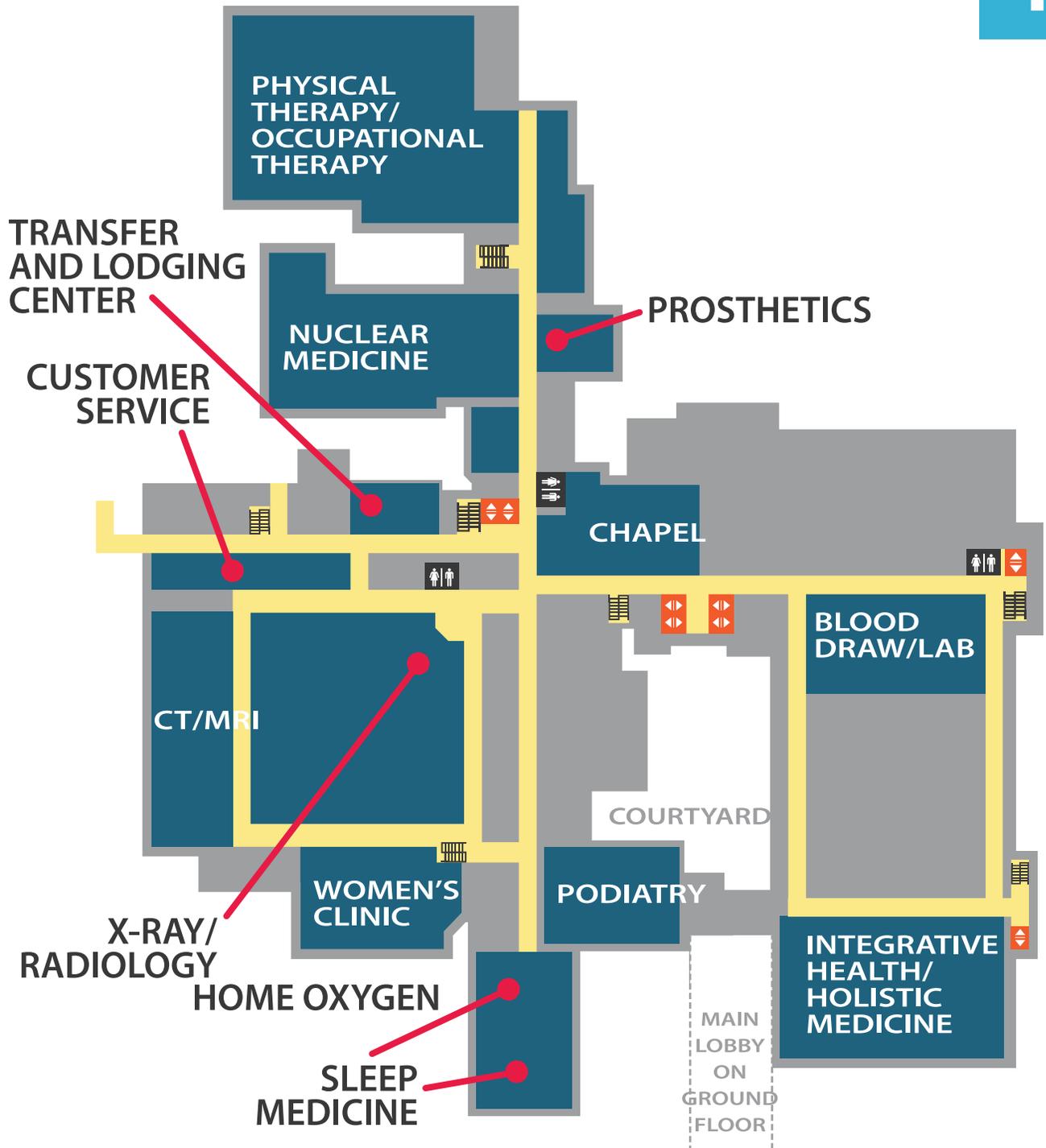
B





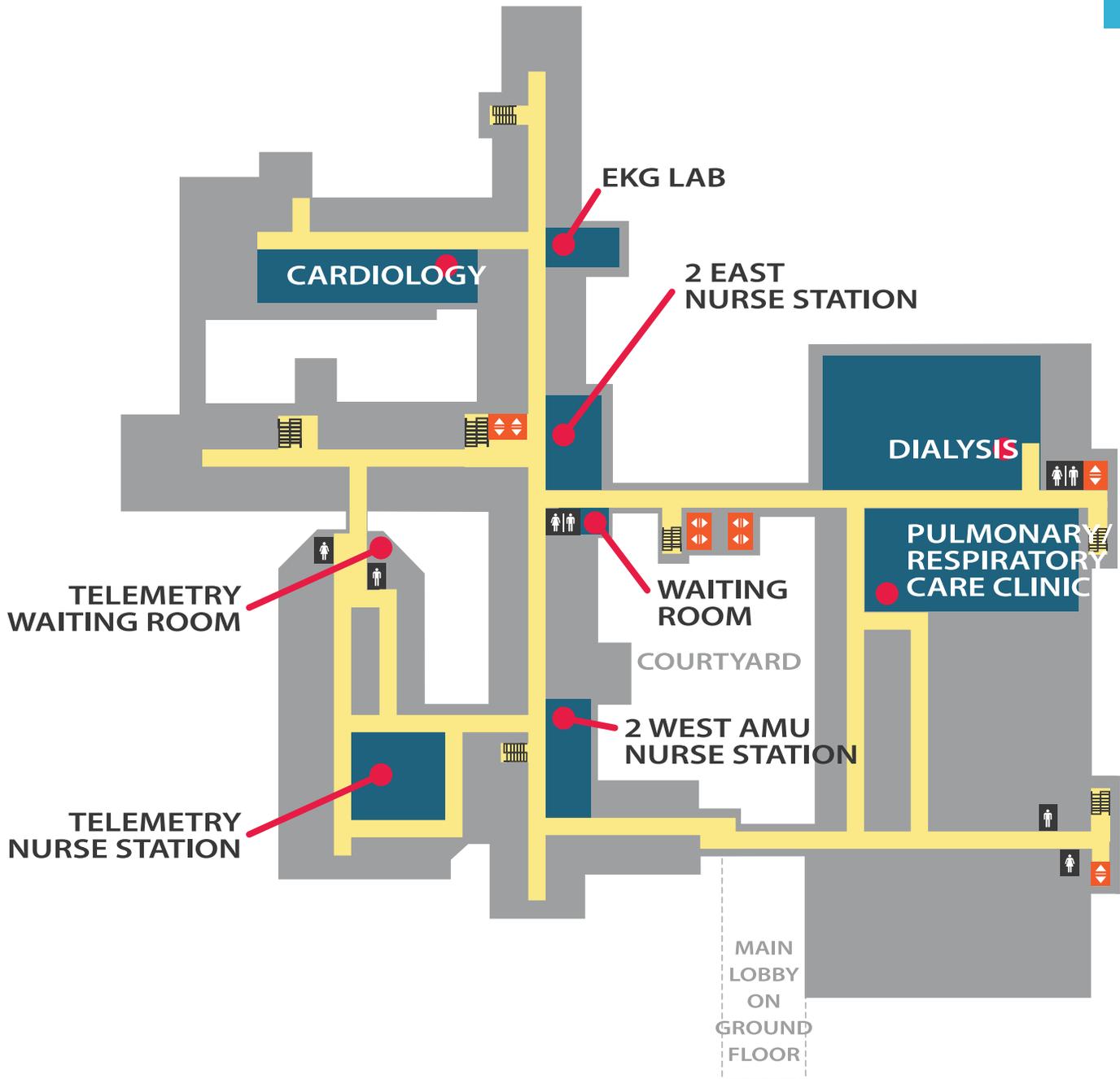
**1ST FLOOR**

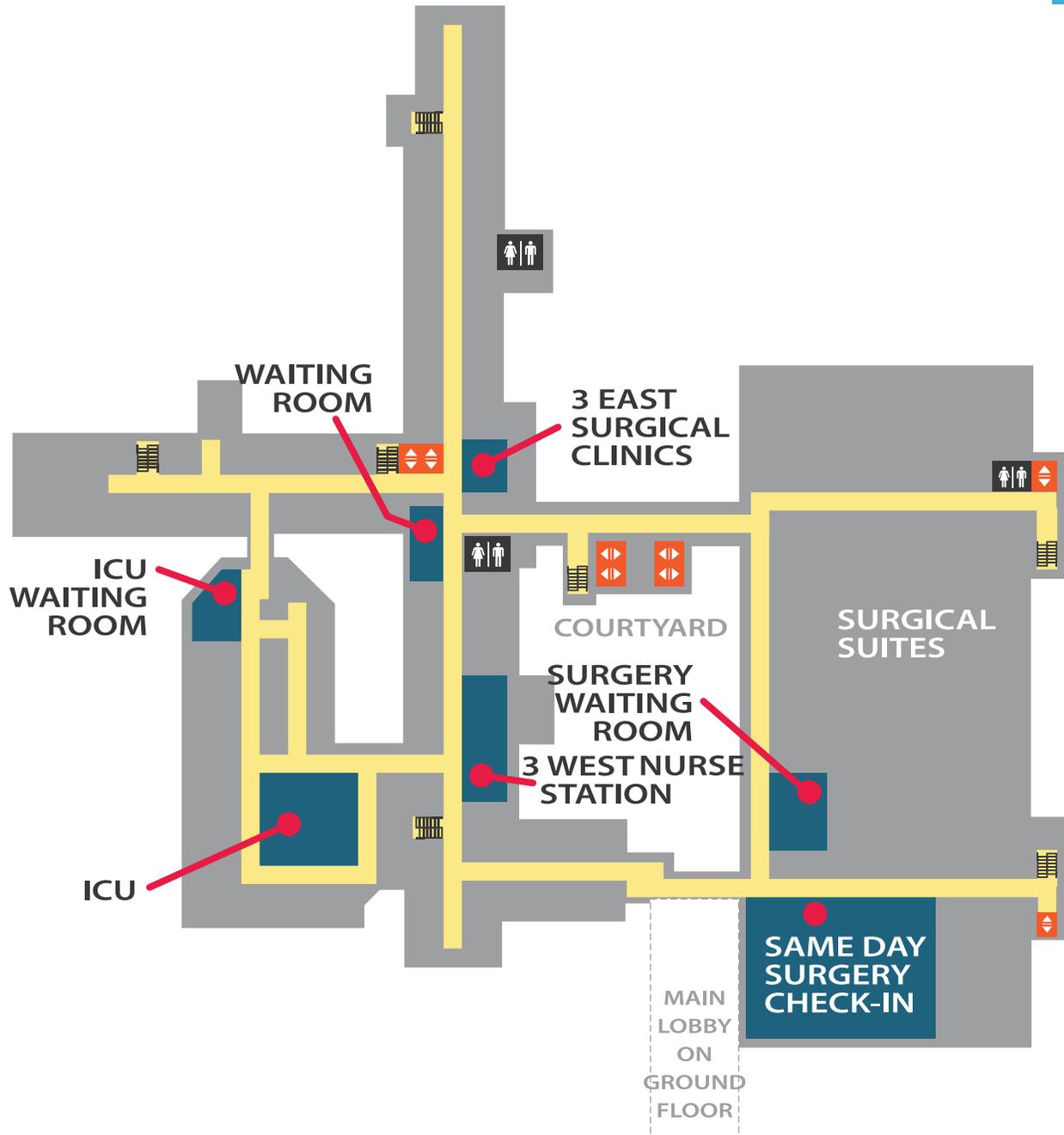
**1**

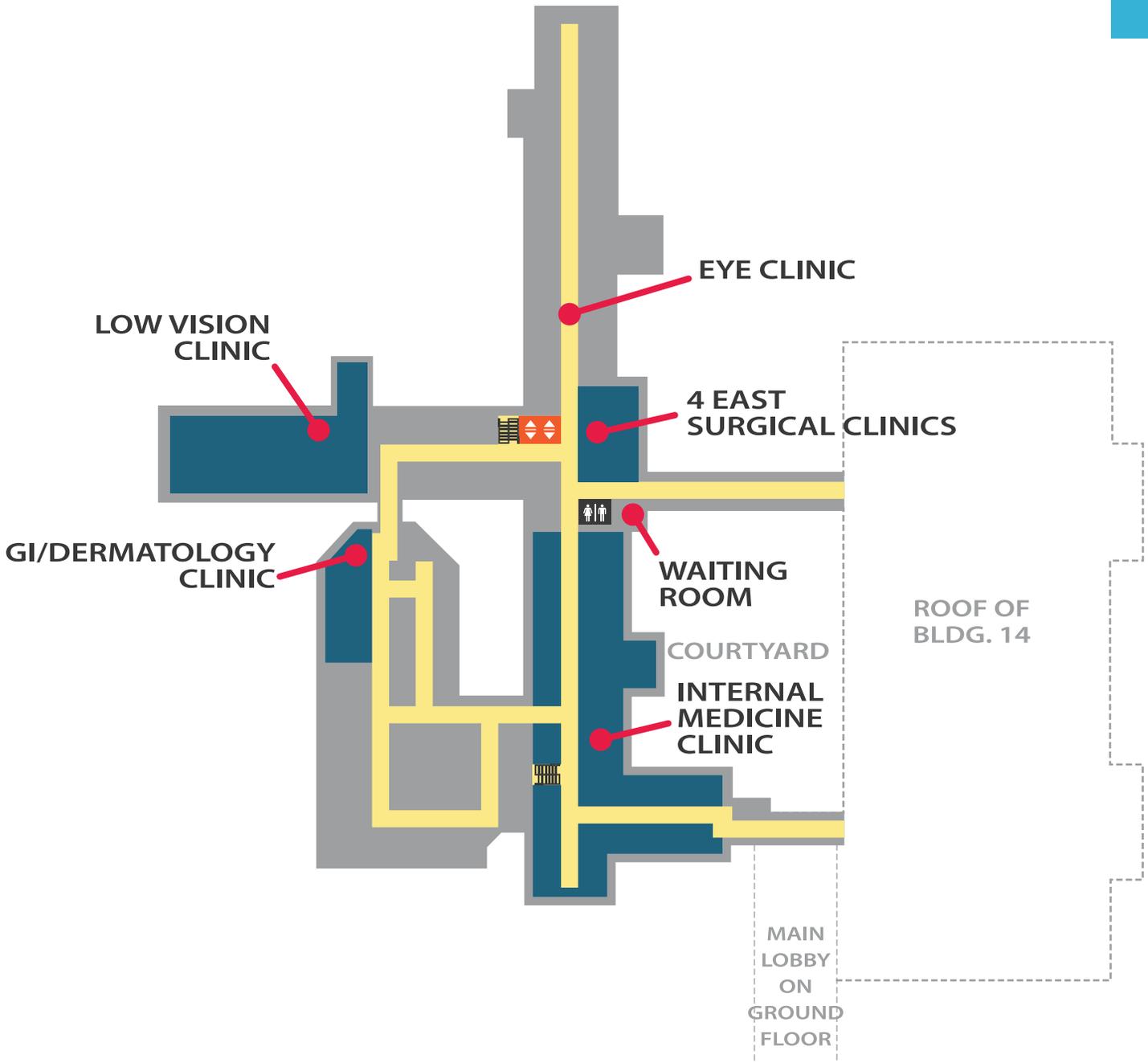


# 2ND FLOOR

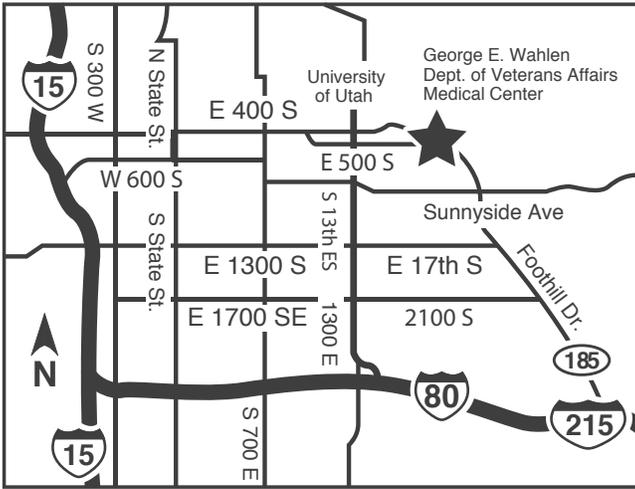
2







# 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 Café / Multipurpose Center (MPC) / Voluntary Service / Pool / Gym .....	8
Auditorium/Patient Education Center.....	9
Mental Health Outpatient Clinic .....	16
Valor House .....	20
Fisher House .....	32
Orthotics.....	47
VA Regional Office/Benefits.....	50
Dental/Audiology/Speech Pathology Center.....	90
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  
MAIN and VALET  
PARKING ENTRANCE

Valet Parking Drop Off

Valet Parking

Valet Parking Pick Up

Valet Parking

Valet Parking Drop Off

MAIN ENTRANCE  
TEMPORARILY  
CLOSED

PARKING GARAGE  
TEMPORILY  
CLOSED

EMERGENCY

William E. Christofferson  
Salt Lake Veterans Home

First Friends  
Child Care

SUNNYSIDE  
ENTRANCE

500 SOUTH

FOOTHILL DR.

WAHLEN

BENNING

BAKER

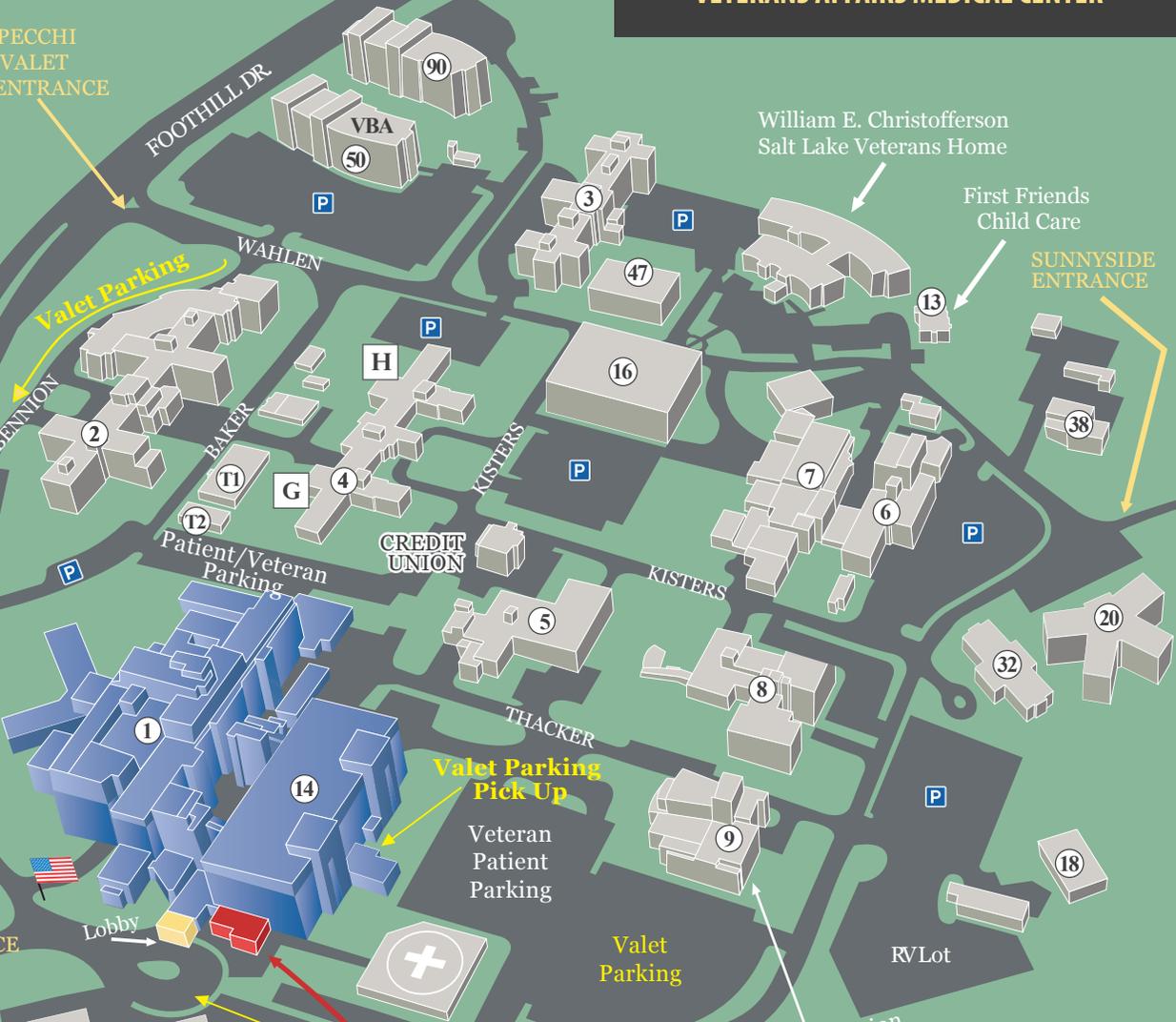
KISTERS

KISTERS

THACKER

VALDEZ

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:  
[www.mclut.org](http://www.mclut.org)

## **Enrollment Office**

- 801-584-2585

## **Blood Draw Lab**

- 801-582-1565 ext. 4547

## **Veteran Benefits Administration**

- Disability Claims
- 1-800-827-1000

## **Utah Dept. of Veterans and Military Affairs**

- 801-326-2372

## **Outpatient Mental Health Clinic**

- 801-584-1255

## **Local Suicide Prevention Team**

- 800-273-8255 ext. 6307

## **Emergency Department**

- 801-584-1205

## **National Veterans Crisis Line**

- (crisis Line with immediate response)
- 1-800-273-8255
- Press 1 for Veterans

## **Transition Care Management Clinic**

- 801-582-1565 ext. 2150

## **Women's Clinic**

- 801-582-1565 ext. 2685

## **Compensation and Pension**

- 801-582-1565 ext. 1037

## **Pharmacy Refill**

- 801-582-1565 ext. 1382
- 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. 1796

## **Appointment Scheduling**

- 801-582-1565, Option 2

## **Transfer and Lodging Center**

- 801-584-5626

## **Vocational Rehabilitation**

- 581-582-1565 ext. 2729

## **Travel Office**

- 801-582-1565 ext. 1420

## **Patient Education**

- 801-582-1565 ext. 4286/4289

## **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.

- 801-582-1565 ext. 2390

## **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. 2547

## **Office of Communications and Public Affairs**

- 801-584-1252

## **Vet Centers**

- Salt Lake City: 801-266-1499
- Provo: 801-377-1117
- St. George: 435-673-4494
- Pocatello, ID: 208-232-6214

## **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**

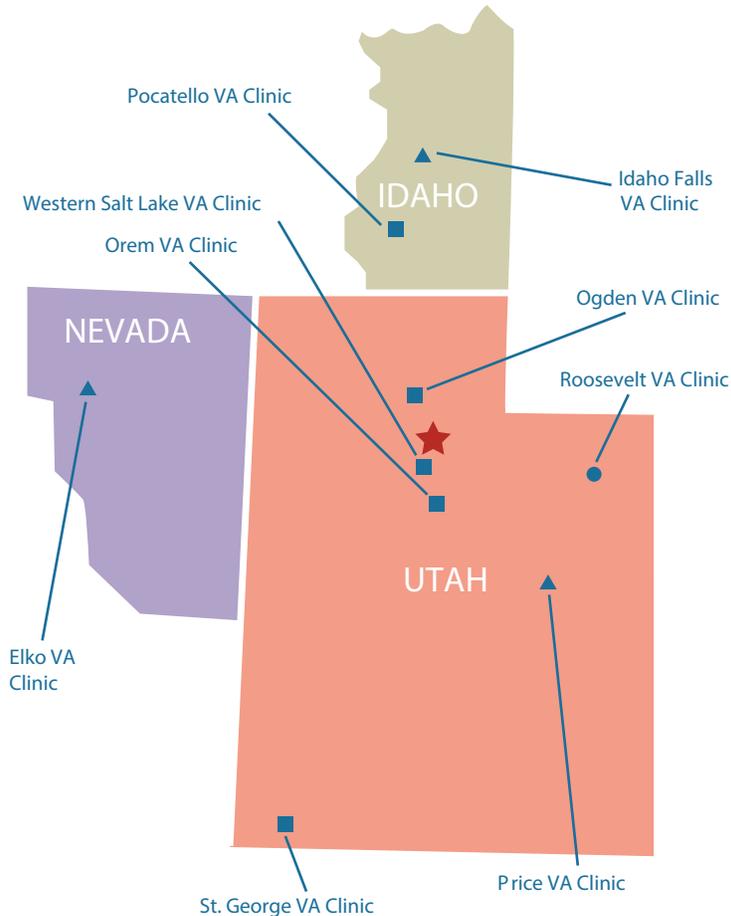
3544 East 17th Street  
Suite 104  
Idaho Falls, ID 83406  
Phone: 208-522-2922

**Pocatello VA Clinic**

500 S. 11th Avenue  
Pocatello, ID 83201  
Phone: 208-232-6214

**Elko VA Clinic**

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

**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