




VISITOR GUIDE

2024

VA Salt Lake City Health Care System | **George E. Wahlen Department of Veterans Affairs Medical Center**



500 Foothill Drive | Salt Lake City, UT 84148 | 801-582-1565 | 800-613-4012 | va.gov/salt-lake-city-health-care/

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VA



U.S. Department of Veterans Affairs

Veterans Health Administration
VA Salt Lake City Health Care System



Message from the DIRECTOR

Welcome to the VA Salt Lake City Health Care System. On behalf of our nearly 2,500 compassionate and caring employees, thank you for your service! We are honored to serve those who have served and sacrificed so much for our nation. We strive to go above and beyond the call to meet and exceed the expectations of our Veterans, their families and friends, and caregivers.

The VA Salt Lake City Health Care System is elevating the Veterans' experience through transformational change. Every Veteran is unique, and the health care provided should reflect that. We endeavor to give our Veterans even better access to quality health care when and where they need it and help them achieve their health and well-being goals. As a Veteran patient, you join a community of more than 80,000 active, involved, and informed members in our health care system.

Again, welcome to the VA Salt Lake City Health Care System, and thank you for choosing us for your health care needs.

With deepest respect and gratitude,

Angela D. Williams PharmD, MS, VHA-CM,
Director VA Salt Lake City Health Care System



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Our Inspiration & 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.

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 other Americans have – to improve Veterans' 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 health care to over 80,000 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 as the main facility, which includes women's health care and mental health service. Our telehealth and telemental 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.



Medical Center Services

Automatic Teller Machines:

ATMs are located in the main lobby and the Patriot Café.

Chaplain and Pastoral Care:

The chapel is open for daily prayer and meditation. Call: 801- 582-1565, ext. 4280.

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. 801-582-1565 ext. 5900.

Lost and Found/Patient Belongings:

Located in the basement of building 14, room BB12. Open 7 am to 4 pm, Monday through Friday. 801-582-1565, ext. 1442.

Patriot Store:

Located in building 8 across from the cafeteria. The store stocks basic needs including: clothing, toiletries, personal care items along with snacks and drinks. Open 7:30 am to 3:00 pm, Monday through Friday.

Patriot Café:

The cafeteria, open to both patients and visitors, is located in building 8 near the gymnasium. Open 7:30 am to 2:00 pm, Monday through Friday.

Transfer and Lodging Center (TLC):

Short term-lodging for Veterans (not family) traveling more than 75 miles to the medical center for treatment. For information, call 801-584-5626.

VA Hospital Food Pantry:

The Veterans Hospital Food Pantry is part of the VA Food Security Program and serves all Veterans eligible for VA Healthcare. We provide food, resources, information, and case management. Eligible Veterans can come and pick up food once every two weeks.

Local VASLCHCS: 801-582-1565, ext. 4825

Email: VHASLCFoodPantry@va.gov

Location: 500 Foothill Drive, Building 5, Room 1A31, Salt Lake City, UT 84148

VA Police:

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.

Valor House:

We offer 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, while taking advantage of the facility's in-house supportive services. 801-359-8862.



Visitor Policy

Visitors are welcome for both inpatient and outpatient patients. For complete details read our visitation policy guidelines by scanning the QR Code.



Va Prescription Refills

To ensure timely delivery of medications, please reorder your prescriptions right after you receive them in the mail using MyHealtheVet, the Refill App, or the automated call system. Typically prescriptions are mailed out ten days in advance. If you are not familiar with how to reorder prescriptions remotely scan the QR Code.





Service Dogs

Only trained service dogs are permitted on VA property. Service dogs are trained to do work or perform tasks for people with disabilities.

Please note:

- Emotional support or companion animals do not qualify as service dogs and are not allowed in the hospital or clinics.
- There are certain areas of the hospital where your dog cannot accompany you.
- Under no circumstances will a dog be left unattended on the premises or with VA staff.
- If you are admitted, an emergency contact must pick up your dog.
- If you have no emergency contact, arrangements will be made to have another service care for the dog at the owner/handler's expense.

Please be courteous to our Veterans and staff and leave pets, emotional support or companion animals at home.



Smoke Free Campus

The George E. Whalen medical center campus is smoke free. Because we care about your health, and to protect the safety and health of our community, all VHA facilities are now smoke free. No smoking materials are to be used on the campus grounds or in vehicles parked on the campus grounds.

Smoking materials are defined as (but not limited to):

- Cigarettes
- Cigars
- Pipes
- Any other combustion of tobacco
- Non-Federal Drug Administration (FDA) approved electronic nicotine delivery systems (ENDS), including but not limited to electronic or e-cigarettes, vape pens, or e-cigars.



Veteran Transportation Services Information

Operations for Veteran Transportation Services (VTS) and the Disabled American Veterans (DAV) will be limited for transportation services. All Veterans being transported to and from the facility WILL require a Travel Consult by the provider. Justification for the transport is required for Veterans who need face-to-face appointments or discharges. Veterans needing transportation to the main medical center in Salt Lake City from locations across Utah, Idaho and Nevada need to call 801-582-1565, ext. 1027 at least one week in advance of their appointment.

For more information, including schedules scan the QR Code.





Frequently Visited Places: 801-582-1565 (then ext.)

Clinic Name	Ext	Floor
2 East Inpatient Services	1780	2
3 East Clinics Urology Vascular Surgery Wheelchair Mobility ENT Plastic Surgery General Surgery Prosthetics/Orthotics/SCI & Stroke	1600	3
3 West Surgical Ward	1699	3
4 East Clinics Ophthalmology Neurosurgery Optometry Orthopedics Thoracic	1122	4
4 North Tower Dermatology GI Liver Musculoskeletal Renal	1236	4
Ambulatory Medicine Unit (AMU)	1711	2
Audiology/Speech Therapy	1285	Bldg 590
Cardiology (schedule through Int. Med.)	2569	2
Cardiology Transplant	4543	1
Compensation and Pension	1036	Ground
Dental Clinic (800-613-4012)	1206	Bldg 590
Dialysis/Renal	3828	2
EEG Lab Scheduling	1769	2
EKG Lab	2399	3
EMG Lab (schedule through Int. Med.)	1600	3
Home Oxygen Equipment	5260	2
Infectious Disease	3058	4
Intensive Care Unit (ICU)	1630	3
Internal Medicine	2569	4
Low Vision Rehab Clinic	1574	4
MRI/CT Scan	2354/2364	1
Nuclear Medicine	1266	
Nutrition Clinic (Primary Care)	1381	Ground
Optician/Eye Glasses (4 East)	1122	
Pharmacy Area	1382/2525	Ground
Physical/Occupational Therapy	1575	
Podiatry	4826	
Primary Care	1866	Ground
Prosthetics	1220	1
Pulmonary	1238	
Radiology/X-Ray	1225	1
Renal	3828	4
Respiratory Care Center	1238	2
Sleep Medicine	2841	1
Telemetry	1002	2
Transfer and Lodging Center	5626	1
Women Veterans Clinic	2685	1



Important Telephone Numbers

Main Line

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

Information Desk

- 801-582-1565, ext. 4631

Customer Service

- 801-582-1565, ext. 1900

Appointment Scheduling

- 801-582-1565, Option 2

Blood Draw Lab

- 801-582-1565, ext. 4555

Caregiver Support

- 801-582-1565, ext. 4165

Communications and Public Affairs

- 801-584-1252

Community Care

- 801-582-1565, ext. 1259,
Option 3

Enrollment Office

- 801-584-2585

Emergency Department

- 801-584-1205, ext. 1205

Homeless Veteran Program

- 877-424-3838,
local ext. 6300 or 2746
- Community Coordinator
Intake for Homeless Veterans
24/7 801-990-9999

Mental Health Clinic

- 801-584-1255

Military 2VA

- 801-582-1565, ext. 5219,
5246, 4264

Patient Billing

- 801-582-1565, ext. 2547
- 866-393-1846 ext 2547

Patient Education

- 801-582-1565, ext. 4286/4289

Pharmacy Refill

- 801-582-1565, ext. 1382

Release of Information

- 801-584-1258

Smoking Cessation Program

- 801-582-1565, ext. 2800
- Outpatient Smoking
Cessation, 801-582-1565,
ext. 1700

Substance Abuse Program

- 801-582-1565 ext. 5405

Suicide Prevention Local Team

- 801-582-1565, ext. 2786

Transfer and Lodging Center

- 801-584-5626

Travel Office

- 801-582-1565, ext. 1420

Vet Centers

- Salt Lake City: 801-266-1499
- Provo: 801-377-1117
- St. George: 435-673-4494
- Pocatello, ID: 208-522-5712

Veteran Service Organizations

- American Legion:
801-326-2380
- Disabled American Veterans:
801-326-2375
- Veterans of Foreign Wars:
801-326-2385

Veteran Benefits Administration Disability Claims

- 1-800-827-1000

Utah Dept. of Veterans and Military Affairs

- 801-326-2372

Veteran Transportation

- 801-582-1565, ext. 1079/1027

Vocational Rehabilitation

- 801-326-2431

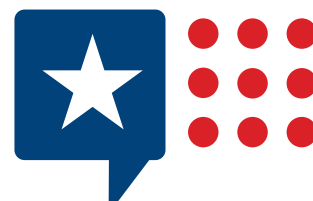
Voluntary Service

- 801-582-1565, ext. 1075

Women's Clinic

- 801-582-1565, ext. 2685, 2686

Veterans Crisis Line



DIAL 988 then
PRESS 1



Facility Map

Basement

MAIN ENTRANCE
ON GROUND FLOOR

LOST AND FOUND/
PATIENT BELONGINGS

Ground Floor

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

COFFEE BAR

MILITARY 2VA

PHARMACY

COURTYARD
America Federal
Credit Union

CASHIER

PRIMARY
CARE

MEDICAL RECORDS/
RELEASE OF INFORMATION

EMERGENCY

HEMATOLOGY
AND ONCOLOGY

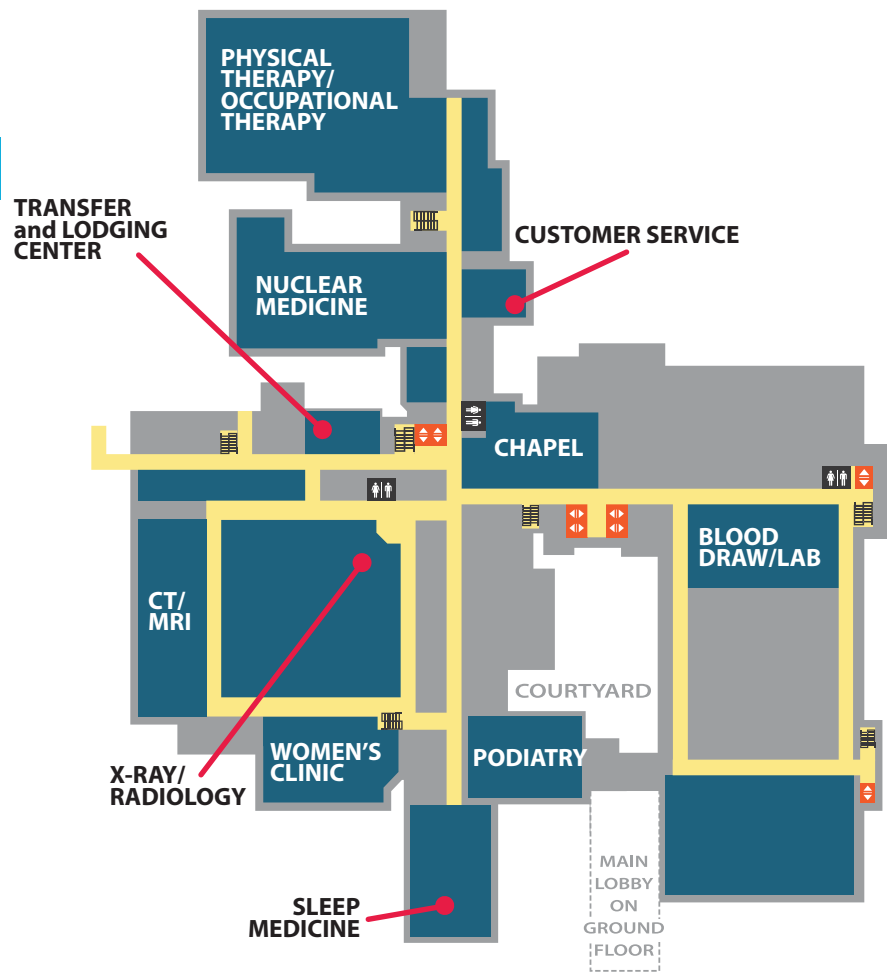
INFO DESK

MAIN ENTRANCE

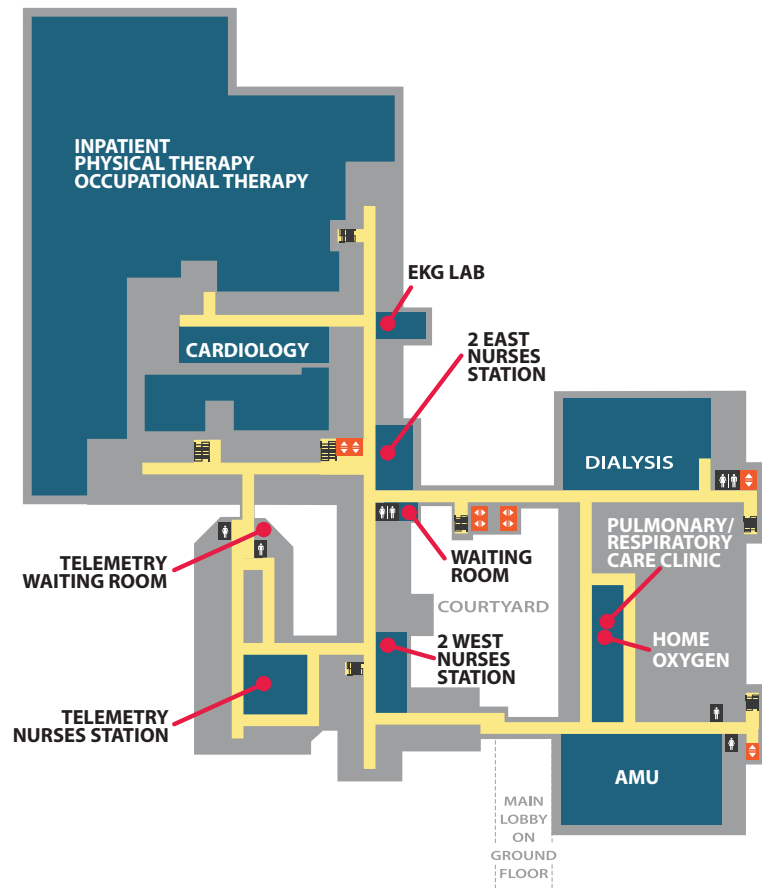


Facility Map

First Floor



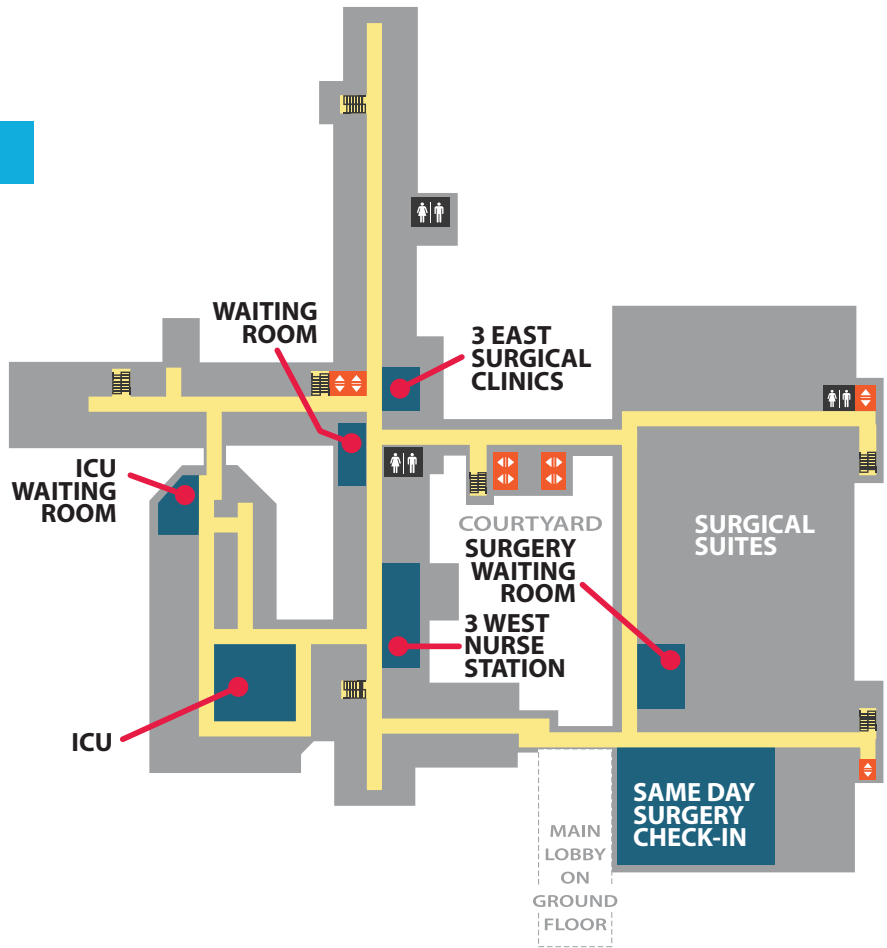
Second Floor



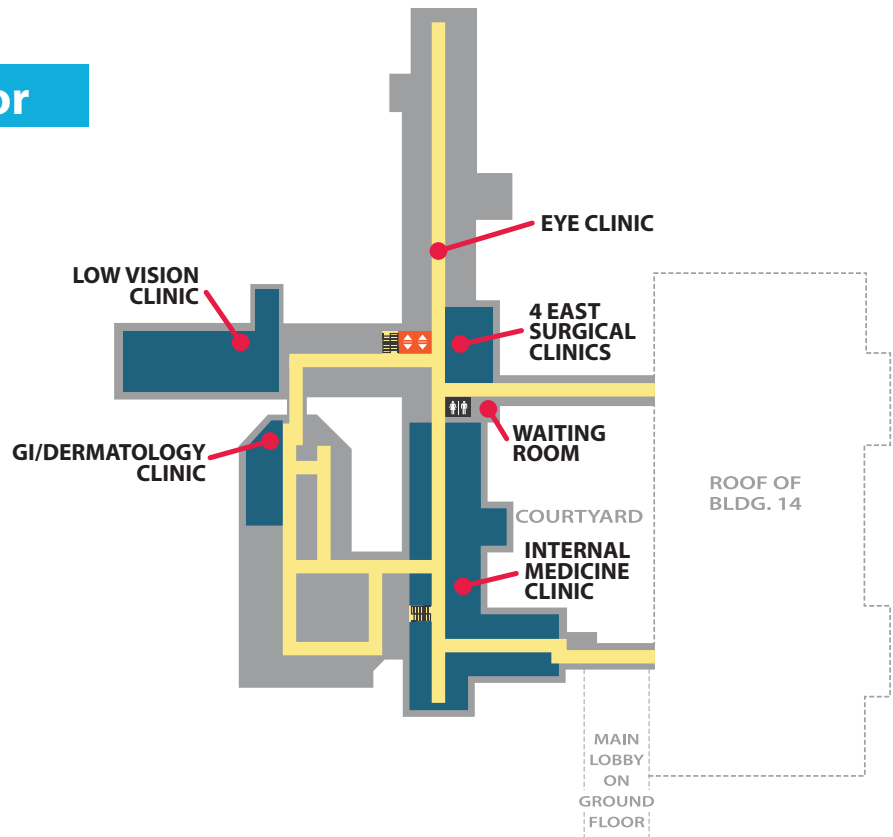


Facility Map

Third Floor



Fourth Floor





Regional Facilities

Cache Valley VA Clinic

2380N. 400 E.
Suite G
North Logan, UT 84341

Elko VA Clinic

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

Idaho Falls VA Clinic

640 South Woodruff
Idaho Falls, ID 83401
Phone: 208-522-2922

Ogden VA Clinic

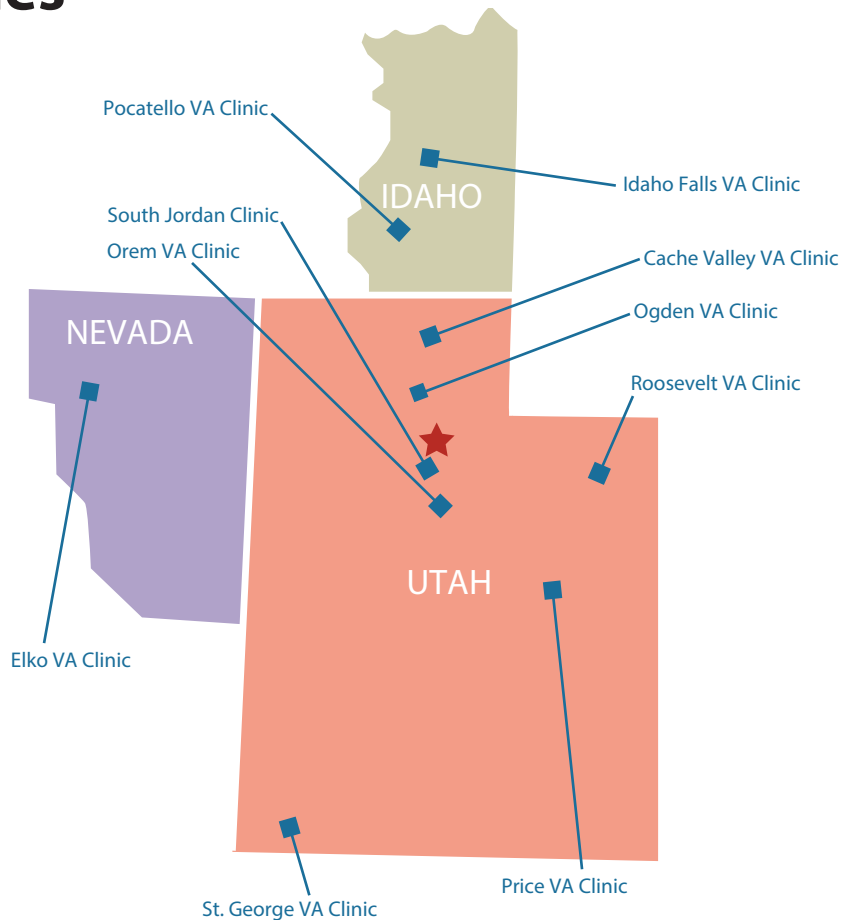
3945 South Washington Blvd
South Ogden, UT 84403
Phone: 801-479-4105

Orem VA Clinic

774 S. State St.
Orem, UT 84058
Phone: 801-235-0953

Pocatello VA Clinic

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



Price VA Clinic

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

Roosevelt VA Clinic

245 West 200 North
Roosevelt, UT 84066
Phone: 435-725-1050
435-725-1057

South Jordan VA Clinic

5119 West Daybreak Parkway
South Jordan, UT 84009
Phone: 801-417-5734

St. George VA Clinic

Riverfront Medical Center
585 East Riverside Drive
St. George, UT 84790
Phone: 435-634-7608



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.

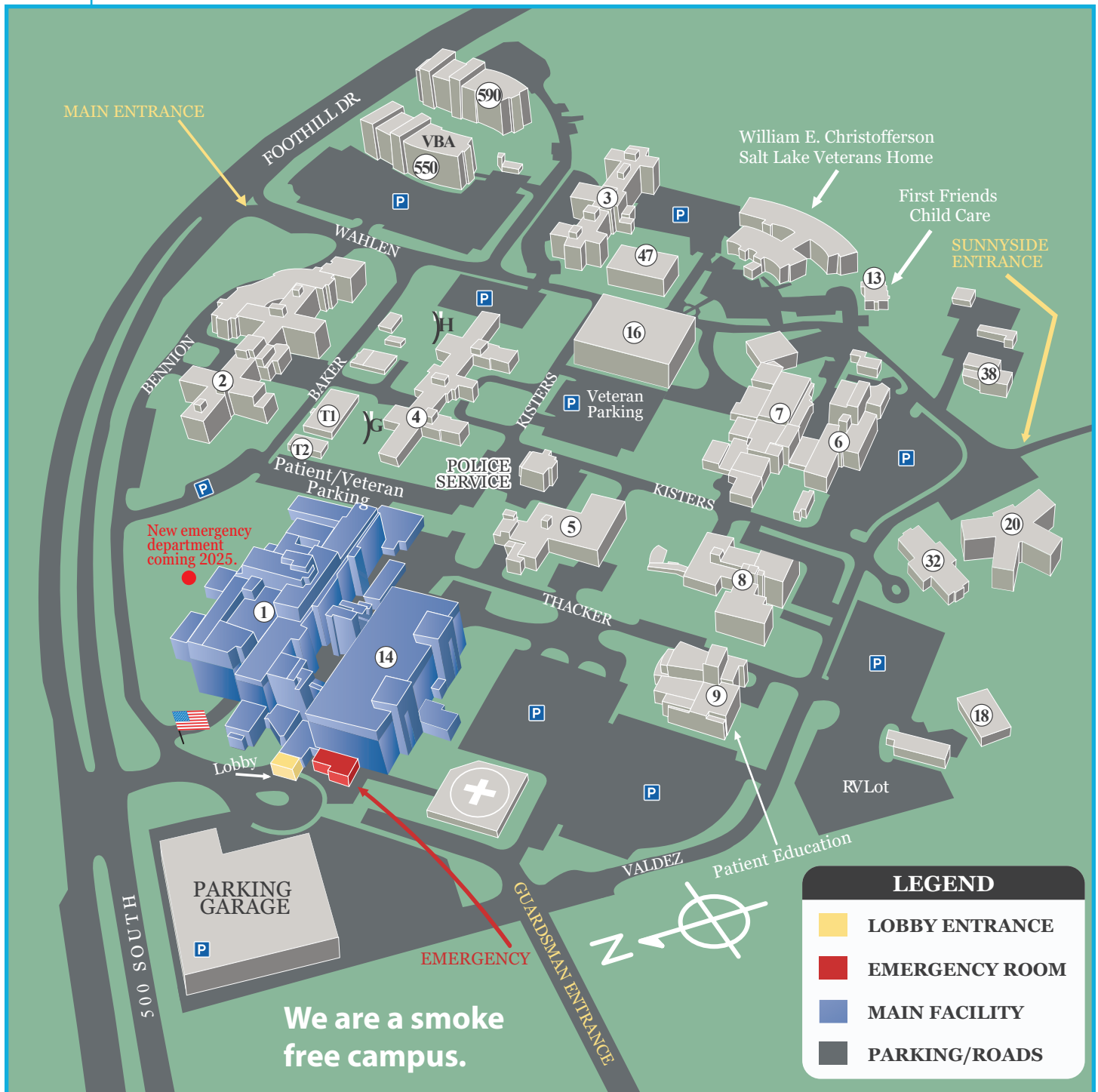


Buildings on Campus

Main Facility.....	1/14
Research Offices.....	2
Human Resources/Logistics	4
Dietetics.....	5
Patriot Café / Multipurpose Center (MPC) / Voluntary Service / Gym.....	8
Auditorium/Patient Education Center.....	9
Mental Health Outpatient Clinic	16
Valor House	20
Fisher House	32
Orthotics.....	47
VA Regional Office/Benefits.....	550
Dental/Audiology/Speech Pathology Center.....	590
GEM Court Garden	G
Purtkahgahm (Healing) Garden).....	H



Campus Map



VA



U.S. Department
of Veterans Affairs