

# Welcome to Primary Children's Medical Center

## OUTPATIENT SERVICES GUIDE

This document lists useful information for your visit. In addition to the services listed here, the Parent Resource Center, 3rd floor south end (801.662.3795), is an excellent source of information for families.

### To prepare for your child's visit

#### WHAT TO BRING

- Legal guardian's photo identification
- Health insurance card if you have insurance coverage
- Checkbook or credit card for co-pay or other fees
- Any referrals required by your insurance company or the specialty physician being seen
- Completed forms that the doctor's office sent
- Copies of any relevant medical records, test results, or imaging studies
- Your lists of symptoms and questions
- List of current medications and allergies
- Name and contact information of your primary care provider, and any other providers whom you would like to receive communication about the visit
- Extra diapers/medical supplies/formula and something to keep you and your child occupied
- A pen and paper to make notes during your visit

### Getting to and parking at Primary Children's

#### MAPS AND DIRECTIONS

100 North Mario Capecchi Drive, Salt Lake City, UT 84113, **801.662.1000**

A map and directions to the hospital are available at <http://intermountainhealthcare.org/hospitals/primarychildrens/maps/Documents/directions%20map.pdf>. You can also get directions to the hospital by calling the department where you have an appointment, or the Parent Resource Center at 801.662.3795.

#### PARKING

There is a parking garage at the north end of the hospital. The security personnel at the parking booth will give you a complimentary day pass for your vehicle. There is limited surface parking available at the south end of the hospital as well. Free valet parking is available for emergency and special-needs patients near the north entrance of the hospital.

#### PUBLIC TRANSPORT

There is a TRAX station across from the south end of the hospital. Go to <http://www.rideuta.com> or call 1.888.743.3882 (in state) or 801.743.3882 (out of state) for bus, TRAX and para transit schedules and services. Printed bus and TRAX schedules are available on the 1st floor, north end, outside the library, and in the Parent Resource Center on the 3rd floor.

Taxi services: City Cab 801.363.5550; Ute Cab 801.359.7788; Yellow cab 801.521-2100

### Where to stay

#### OVERNIGHT ACCOMMODATIONS

The Ronald McDonald House and some hotels give discounted rates to families. Go to <http://www.primarychildrens.org> for an updated list. The Parent Resource Center, 801.662.3795, or Admitting, 801.662.1070, can also provide the list.

### Where to eat

#### WITHIN THE HOSPITAL

Hot meals and deli fare are available in the Rainbow Cafe and Park Station on the north end of the 1st floor. There is a coffee cart on the 3rd floor. Vending machines are located on each floor.

#### NEAR THE HOSPITAL

Directions to nearby restaurants and markets can be obtained from the Parent Resource Center (3rd floor south end) or the Information desks in the north and south lobbies on the 1st floor.

## Financial matters

ATM AND CASHIER	801.662.1077 The ATM is located adjacent to the cashier's office, 1st floor north end.
BILLING QUESTIONS	Please contact the phone number on your bill for specific billing questions. You may receive a bill from both the physician and the hospital. Hospital patient accounts are located on the 3rd floor south end. 801.662.3800.
FINANCIAL ASSISTANCE	Go to <a href="http://health.utah.gov/medicaid">http://health.utah.gov/medicaid</a> for Medicaid information and applications. For CHIP information and applications go to <a href="http://www.utahchip.org/">http://www.utahchip.org/</a> or call 1.877.kidsnow.  If needed, call 801.662.1086 or 801.662.1083 for a Primary Children's Medicaid representative who can answer questions and help you fill out the Medicaid and CHIP applications. This office is located at the Outpatient Registration Office, 1st floor south end.  Financial assistance may be available if you do not have any insurance coverage. Call 801.662.3800 to speak with a financial assistance counselor who will help you complete the application for financial assistance. These forms are available at the outpatient registration desk, 1st floor south end.
Where to go	
CONCERNS AND FEEDBACK	Please express your concerns to your caregivers. If your concerns are not addressed to your satisfaction, you may also ask to speak to the department manager/director or call the Primary Children's customer complaint line at 801.662.6315.
EMERGENCY DEPARTMENT	801.662.1234. Enter on the 1st floor north end.
GIFT SHOP	801.662.6565. 1st floor main corridor.
INTERPRETATION SERVICES	Interpretation services must be scheduled twenty-four hours in advance and can be arranged through the department you are visiting.
LIBRARY	801.662.1390. 1st floor, north end. Families are welcome to browse through medical and parenting information. Copy machine and fax available.
LOST AND FOUND	801.662.1020. 1st floor, down the hall across from the gift shop.
OUTPATIENT REGISTRATION	801.662.1080. 1st floor south end. If you have not been pre-registered by your clinic or service prior to coming to Primary Children's, then outpatient registration staff will help you register.
MEDICAL IMAGING (RADIOLOGY)	801.662.1800. 1st floor main corridor. Most imaging studies have to be scheduled before your visit. A written physician's order is required.
OUTPATIENT LABORATORY	801.662.2122. 1st floor, south end. A physician's order is required for all lab draws. The patient must be registered in the hospital billing system before laboratory services can be provided. If you go to the lab from a physician's office at Primary Children's, check with the physician office staff to be sure whether you need to stop at Outpatient Registration first.
RETAIL PHARMACY	801.662.1680. 1st floor, south end