As a nurse for more than 30 years, I understand how important it is for families to be supported while a child is in the hospital. This guide is designed to be a resource for families and patients. Information includes hospital amenities such as our pharmacy, cafeterias, gift shop, and Ronald McDonald Family Room, as well as nearby lodging, dining, and activities in the community.

We are always working to improve our care and the patient experience. If you want to recognize an employee, or make a suggestion on how we could do better, please let me know. Fill out a note in a Dear Katy box located near the elevators. You may also e-mail or call me to share your comments.

Thank you for your confidence in Primary Children’s Hospital.

Sincerely,

Katy Welkie, CEO

I’d Love to Hear About Your Experience at Our Hospital

Email: katy.welkie@imail.org
Phone: (801) 662-6204
Primary Children’s Hospital
100 N. Mario Capecchi Drive
Salt Lake City, UT 84113
(801) 662-1000
primarychildrens.org

Eccles Primary Children’s Outpatient Services
81 N. Mario Capecchi Drive
Salt Lake City, UT 84113
Be Our Guest

Guest Services is available to help you find anything you may need during your stay, including: hotels, restaurants, grocery stores, transportation, and any unexpected needs. Feel free to contact us before or after your arrival.

(801) 662-6550
pc-guestservices@imail.org
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Getting Here

From Salt Lake City International Airport

Head northeast on Terminal Drive. Take a slight right towards 3700 West. Turn right onto 3700 West and continue straight onto Crossbar Road. Merge onto Terminal Drive and take the I-80 East bound ramp on the left. Keep right at the fork and continue to merge onto I-80 East. Take exit 121 for 600 South and continue on 600 South for 1.9 miles. Turn left onto 700 East, continue on 700 East for .8 miles. Turn right onto 100 South. Continue on 100 South for 1.9 miles. Turn right onto 1900 E./Mario Capecchi Dr. Primary Children’s Hospital will be the first building on the left, the Eccles Primary Children’s Outpatient Services Building will be the first building on the right. (11.3 miles, 22 minutes)

From Eastbound I-80

Take exit 121 for 600 South and continue on 600 South for 1.9 miles. Turn left onto 700 East, continue on 700 East for .8 miles. Turn right onto 100 South. Continue on 100 South for 1.9 miles. Turn right onto 1900 E./Mario Capecchi Dr. Primary Children’s Hospital will be the first building on the left, the Eccles Outpatient Services Building will be the first building on the right.

From Westbound I-80

Take exit 129 for UT-186 W. Merge onto UT-186/Foothill Dr. Continue on Foothill Drive for 3 miles. Turn right onto Mario Capecchi Drive. Follow Mario Capecchi Drive for 1 mile, Primary Children’s Hospital will be on the right, the Eccles Outpatient Services Building will be on the left.
**From Southbound I-15**

Take exit 121 for 600 South and continue on 600 South for 1.9 miles. Turn left onto 700 East, continue on 700 East for .8 miles. Turn right onto 100 South. Continue on 100 South for 1.9 miles. Turn right onto 1900 E./Mario Capecchi Dr. Primary Children’s Hospital will be the first building on the left, the Eccles Outpatient Services Building will be the first building on the right.

**From Northbound I-15**

Take exit 306 for 600 S. Continue on 600 S for 1.2 miles, turn left onto 700 E. Continue on 700 E. for .8 miles. Turn right onto 100 S. Continue on 100 S for 1.9 miles. Turn right onto 1900 E/Mario Capecchi Drive. Primary Children’s Hospital will be the first building on the left and the Eccles Outpatient Services Building will be the first building on the right.
What to Bring

Coming to a hospital can be overwhelming for families. This list of necessities and other recommended items can help make the experience a little easier for you and your child.

For Inpatient (Overnight) Appointments

- Robe
- Slippers
- Comb and brush
- Toothbrush
- Familiar blanket or toy
- Glasses
- List of current medications and doses
- School work and IEP/504 (if applicable)
- Pajamas will be provided for kids up to 12 years old. Teens should bring their own pajamas or wear a hospital gown

Staying the Night: We understand that being near your child during their stay is very important. One parent can sleep at the child’s bedside during the stay. All inpatient rooms have either a couch or a recliner that can be made into a bed for a parent or guardian.
For Outpatient (Day) Appointments

- Legal guardian’s photo identification
- Health insurance cards (if you have insurance coverage)
- Checkbook or credit card for co-pay or other fees
- Any referrals required by your insurance company or the physician
- Completed forms from the doctor’s office
- Copies of any relevant medical records, test results, or imaging studies
- A list of symptoms and questions you may have
- Current medications and allergies
- Name and contact information of your primary care provider and any other providers whom you would like to receive information about your 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

What Can Primary Children’s Provide?

- Hygiene items, including diapers and bathing supplies
- If using diapers larger than size 5, please bring a few for your child until we can stock your child’s size
- For breast-feeding mothers, a mother’s milk center is available. Please bring your pump kit

To obtain medical records from Primary Children’s Hospital, call (801) 662-3836.

To obtain medical records from the University of Utah, call (801) 581-2704.
Hospital Amenities

**Guest Services:** Guest Services is available to help you find anything you may need during your stay including: hotels, restaurants, grocery stores, transportation, and any unexpected needs. Feel free to contact us before or after your arrival and we will be happy to help.

Phone: (801) 662-6550  
Email: pc-guestservices@imail.org

**Food:** Primary Children’s has many different dining options available during your stay:

- **Rainbow Café** *(north end of hospital, 1st Level)* Serves breakfast, lunch, dinner, and midnight meal. Healthy entrées, sides, an array of comfort foods, and made to order grill. **Open daily, 6:30 a.m. - 2 a.m.**

- **Treehouse Café** *(north entrance hospital lobby)* Serves gourmet salads, sandwiches, soups, and ice cream. **Open Mon - Fri, 8 a.m. - 3 p.m.**

- **Mountainside Café** *(Eccles outpatient building, 1st Level)* Serves breakfast and lunch. Healthy entrées and sides, snacks, and made to order grill. **Open Mon - Fri, 7 a.m. - 2 p.m.**

- **Brews on 3rd** *(South of main elevators, 3rd Level)* Serves coffee, lattes, mocha, Italian soda, hot chocolate, and chai tea. Coffee is locally roasted. Biscotti, sweet rolls, and other pastries available. **Hours Vary.**

**Free Parking and Valet:** If you need parking during your stay we have a complimentary parking garage and free valet service. The parking garage is on site and provides easy access to the hospital. Our valet service is free and drivers do not accept tips.
School Services: School Services is a consultation service that provides opportunities for hospitalized children and adolescents to continue educational activities through academic tasks, reading, and/or social connections with their community school. Hospital teachers can communicate with schools to facilitate the transition following a hospitalization.

Forever Young Zone Playroom: The playroom at the Forever Young Zone is a calming yet energetic space providing opportunity for messy art work fun or soft seating to cozy up with a book. Enjoy the natural light from the adjacent outdoor patio. Activities available to the children include, art and crafting areas, games and reading areas, dramatic/dress-up play, medical play, and specific areas for teens, infants and patients with sensory needs.

Ronald McDonald Family Room: The family room provides a home-like environment for parents of children being treated at Primary Children’s. The room includes: seating areas, a quiet room, private showers, fully stocked kitchen and dining area, laundry facilities, computer area, retreat rooms – all free of charge. At 3,545 square feet, this Ronald McDonald Family Room is the largest in the world.

RV Parking: A limited number of RV spots with hookups are available and require a reservation for these spots. If you have questions or would like to reserve a spot please contact the Security Department at 801-662-1020.
Hotels

Primary Children’s Hospital has negotiated discounted rates with the following hotels. Discounts are not guaranteed and subject to change based on availability.

**Crystal Inn & Suites** (801) 328-4466 • 230 West 300 South  
*Rate: $75 • 3.8 miles • Pool • Breakfast • Refrigerator • Rollaway Beds: $10 • Pet Friendly: $25 • Wifi • Free Parking*

**Doubletree Suites** (801) 359-7800 • 110 West 600 South  
*Rate: $89 King or Two Double • 4.4 miles • Pool • Breakfast • Refrigerator • Restaurant on Site • Sofa Bed • Wifi • Parking: $9 Per Night*

**Hampton Inn & Suites** (801) 583-3500 • 1345 South Foothill Dr.  
*Rate: $89 King or Two Queens, 15% off Suites • 2.3 miles • Pool • Breakfast • Refrigerator • Rollaway Beds: Suites only • Wifi • Free Parking*

**Holiday Inn Express** (801) 521-9500 • 206 South West Temple  
*Rate: $99 • 3.6 miles • Pool • Breakfast • Refrigerator • Rollaway Beds: $15 • Wifi • Parking: $10 Per Night*

**Homewood Suites** (801) 363-6700 • 423 West 300 South  
*Rate: $99 Studio, $109 Other • 4.3 miles • Pool: Seasonal • Breakfast • Refrigerator: Full Kitchen • Sofa Bed • Wifi • Free Parking*

**Little America** (801)-596-5700 • 500 South Main Street  
*Rate: $125 Garden Room, $105 Courtyard Room • 3.8 miles • Pool • Refrigerator • Restaurant on Site • Wifi • Free Parking*
If you need assistance with lodging please contact Guest Services (801) 662-6550 or the Family Resource Center (801) 662-3795 they will be happy to assist you.
Primary Children’s Hospital is located in Salt Lake City, the capital and biggest city in Utah. Many amenities are just a few minutes from the hospital. This makes it easier to meet any need, both expected and unexpected, that may arise. Contact Guest Services to get help or a recommendation.

**Ronald McDonald House**

Families with an ill or injured child have the opportunity to stay in the recently expanded and renovated Ronald McDonald House house. Providing a place to sleep, eat, do laundry, and visit with other families, the dedicated staff and countless volunteers are on-site 24 hours a day, 7 days a week. They do everything they can to help families feel at home.

**Guest Centered Spaces at the Ronald McDonald House Include:**

- Children’s Playroom
- Theater
- Inspiration Craft Room
- Educational Resource Center
- Outdoor Courtyard
- Fitness Center
- Game Room
- Laundry Room
- Kitchen and Dining Room
- Family Gathering spaces
- Business Center/Computers

**Ronald McDonald House**

935 E. South Temple  
Salt Lake City UT 84102  
(801) 363-4663
Utah’s Hogle Zoo
Utah’s Hogle Zoo is located at the mouth of Emigration Canyon and is spread out over 42 acres. For more information call (801) 584-1769.

Utah’s Hogle Zoo
2600 East Sunnyside Ave.
Salt Lake City, UT 84108

This is the Place Heritage Park
This Is The Place Heritage Park is a place for fun all year. Step back in time and see the West as it was during the early of Utah. For more information call (801) 582-1847.

This is the Place Heritage Park
2601 East Sunnyside Ave.
Salt Lake City, UT 84108

Grocery Stores
The following grocery stores are located just minutes from the hospital.

- Smith’s Marketplace • (801) 328-6000 • 455 S. 500 E. • 3.3 miles
- Sprout’s Farmers Market • (801) 364-1602 • 216 S. 700 E. • 2.3 miles
- Trader Joe’s • (801) 359-2462 • 634 E. 400 S. • 2.8 miles
If you don’t have insurance, or need help paying for care contact Intermountain Healthcare’s Financial Assistance and ask to speak with a representative.

Intermountain Healthcare Financial Assistance Program
(801) 442-1128 or toll free (800) 442-1128

Many physician services at Primary Children’s are provided by physicians who are employed by the University of Utah. Contact University of Utah Health Care for questions regarding your bill from the University of Utah.

University of Utah Health Care
(801) 587-6303 or toll free (800) 864-4937
While you are staying with us, take a brief survey to let us know how we are doing. We welcome any comments or concerns. Help us make Primary Children’s Hospital better for you, patients, and families.

Scan the QR Code or visit bit.ly/PCHexperience