PATIENT AND VISITOR PARKING

Parking at MercyOne is free for patients and visitors. Visitors, patients and outpatients may park in the North Visitor Parking Lot (accessible from Sixth Avenue driving north or south and from University Avenue driving east or west), in the North Parking Ramp (near the Main Entrance), in the West Parking Ramp (across from the hospital’s West Entrance), in the East Parking Ramp (off of Laurel Street and adjacent to Mercy Health Plaza) or in the Third Street Parking Lot (across from the East Tower).

SUGGESTED PARKING BY LOCATION

Main Building:
North Lot / North Ramp / Main Valet

West Building:
West Ramp / North Lot / West Valet

East Tower:
Third Street Lot / East Tower Valet

Health Plaza (East Wing):
East Ramp / West Ramp / Health Plaza Valet

Health Plaza (West Wing):
West Ramp / East Ramp / Health Plaza Valet

VALET PARKING

Free valet parking is available to patients every day at:
West Entrance
7 a.m. to 3 p.m.

East Tower Entrance
7:30 a.m. to 3:30 p.m.

Main Entrance
8 a.m. to 4 p.m.

Health Plaza’s Main and West Entrances
7 a.m. to 5 p.m. weekdays

To obtain your keys from the valet after hours, you may contact our Public Safety Department at 515-247-3111.

DRIVING DIRECTIONS

When driving to Des Moines from the south (I-35 N):
• Merge onto I-235 East via Exit 72A toward West Des Moines/Des Moines;
• Travel east for about 8 miles, exit 7th St.;
• Turn left (north) at 5th Ave. MercyOne will be two blocks ahead on the right-hand side.

When driving to Des Moines from the north (I-35 S):
• Keep left and take I-235 West toward Des Moines;
• Travel west for about 6 miles, exit 8A to 5th Ave.;
• Turn right (north) on 5th Ave. MercyOne will be two blocks ahead on the right-hand side.

When driving to Des Moines from the west (I-80 E):
• Merge onto I-235 East via Exit 123A toward West Des Moines/Des Moines;
• Travel east for about 8 miles, exit 7th St.;
• Turn left (north) at 5th Ave. MercyOne will be two blocks ahead on the right-hand side.

When driving to Des Moines from the east (I-80 W):
• Merge onto I-235 West via Exit 137A on the left toward Des Moines;
• Travel west for about 6 miles, exit 8A to 5th Ave.;
• Turn right (north) on 5th Ave. MercyOne will be two blocks ahead on the right-hand side.

For more specific directions to your appointment site or to learn which parking lot or ramp is closest to that area, please ask your doctor’s office, call the Information Desk at 515-247-4160 or visit our website at MercyOne.org/desmoines

Des Moines Medical Center
1111 6th Avenue
Des Moines, Iowa 50314

515-247-3121
MercyOne.org/desmoines

910-019 1/26/16 · ADMI-HMC-15587

Visitor’s Guide to Des Moines Medical Center
Patients who smoke or use tobacco are encouraged to ask their physician to order nicotine gum or other nicotine replacement therapy (NRT) to help curb cravings and withdrawal symptoms. Visitors who smoke may purchase nicotine gum, patches and lozenges in the Outpatient Pharmacy.

Interpretation Services
We provide free interpretation services to any patient or staff member upon request. Staff interpreters are available to provide services in a number of languages. To schedule an appointment, call the Interpretation Services Department at 515-247-8255. The office is open weekdays from 8 a.m. to 4:30 p.m., and Saturdays from 9 a.m. to 5:30 p.m. In addition, interpretation services are available for all language groups via telephone by dialing "0" for the Operator or calling 515-247-3121.

Chapel/Pastoral Care
Mass is celebrated in Our Lady of Mercy Chapel – located on first floor just south of the Main Lobby – on Tuesdays and Thursdays at 11:30 a.m. Weekend Masses are at 3:45 p.m. on Saturdays and 10 a.m. on Sundays. The Rosary is prayed at noon on Wednesdays. On Fridays, Adoration of the Blessed Sacrament is offered from 2 to 3 p.m., and the Divine Mercy Chaplet is prayed at 3 p.m. All services can be viewed in patient rooms on channel 4. Our chaplains are available to patients, families and friends of all faiths. Please call 515-247-3238 for assistance.

Lactation Rooms
Employees and visitors have access to five private rooms for lactation/pumping.
- Room 1624—near Emergency Department and West Building
- A second lactation pumping room is around the corner, just outside of the Emergency Department doors.

Staying overnight
We have an arrangement with the Holiday Inn Downtown (located at 1050 Sixth Avenue, to the immediate southwest of MercyOne’s campus) to provide discounted overnight accommodations for visitors and relatives of our patients. In order to receive a voucher that will enable you to receive the discount, please contact the receptionist at the Information Desk in the Main Lobby at 515-643-4160 or, for after-hours service, call the Operator by dialing "0" from a house phone.

Security/Public Safety
After 9 p.m., patients and visitors should plan to enter the medical center through the Emergency Entrance of the Main Building. To report items lost or found, please call Public Safety at 515-247-3111.

Public Safety officers will escort patients and visitors to their vehicles at any time upon request. Please call Public Safety at 515-643-2781 for assistance.