

Health Matters

Health and Wellness Information for Our Community



Clinic Hours

Lopez Island Medical Clinic is located in Lopez Village at 103 Washburn Place.

Clinic hours:
Monday–Friday,
8:30 am– 5:00 pm

To schedule an appointment, call 468-2245 during regular hours.

Medical emergency?
Dial 911.

www.lopezisland-medical.org/

Health Matters

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Meet Rachel Cory

Lopez Clinic's New Manager

While Rachel Cory is the new Clinic Manager, she isn't new to Lopez. Rachel grew up on the island. She was just six years old when her folks Paul and Susan Ferguson moved the family here in 1989.

She recalls a sweet childhood. She was active in Pony Club, 4-H, volleyball plus French and drama clubs. As she got older, she volunteered at the Family Resource Center, worked at Gail's restaurant and later at Lopez Village Market. Rachel talks about the joy of living down at Cape Saint Mary, spending days exploring the beaches and hanging out at the barn with her younger sister.

The family moved to Vashon Island in her senior year of high school. Time went by, she received her BA, travelled overseas and went on to get her masters.

In 2005 Rachel and her future husband Ben met while working at an organic produce delivery company in Seattle. Was he an island guy, too? "Oh no," she says with a big smile. "I married a rock and roll drummer from Arizona!" They have two children, Max, age 5, and Celine who is 3 years old.

Through the years, Rachel's ties to Lopez stayed strong.

"Ben and I came up all the time with the kids, staying at our family's home on Center Road. We always wondered what it would take for us to move to Lopez. Wouldn't it be wild if the manager position at the clinic would come available some day?" Last year, Cathy Doherty, a close family friend, dropped by to let them know Jill was planning to retire.



Rachel Cory

She encouraged Rachel to apply for the position.

According to Elise Cutter, Island Hospital's CFO, the hiring committee was impressed with Rachel's long list of credentials and exceptional background in healthcare administration.

At first glance, Rachel's bachelor degree in Anthropology (University of Washington) and masters in Comparative Literature (University of Colorado, Boulder) may not seem like a direct route to a career in medical administration. Rachel explains. "I was one of those students who loved every subject. My focus was Biological Anthropology, the study of human populations through a biological lens." That meant taking classes with titles like Human Evolutionary Science and Medical Anthropology. As an undergrad, she worked as a student assis-

Clinic Manager Introduces Front Office Team

Continued from page 1



Crystal Rovente, Amanda Slattery and Jill Schober bring diverse backgrounds, technical expertise and warmth to the front desk.

tant at University of Washington Medical Center's Department of Prenatal Genetics and Fetal Therapy.

Rachel's skills as an administrator were quickly recognized in her first professional position at the front desk at Valley Medical Center Urgent Care Clinic in Renton. One promotion followed another and soon she was preparing budgets, monitoring finances and supervising a staff of 12. In 2012 she joined Roosevelt Health Center, Planned Parenthood of the Great Northwest, Seattle, where she designed and implemented policy, managed operations, finances and staff. All this, before her 30th birthday.

"Rachel cares about people, whether patient or staff," says Cathy Doherty, Lopez Clinic's long-time nurse practitioner. "She brings her can-do attitude to work and it rubs off, especially during this time of rapid change in the systems that run the clinic. The clinic is in good hands."

Rachel talks about her role as Lopez Clinic Manager. "Recruiting here can be hard. You have to be creative and look for traits in people that will allow them to succeed, even if their experience isn't in family medicine." The front office staff is a good example. She hired Crystal Rovente in December as the new Scheduling Coordinator. "Crystal has a law degree and formerly managed a medical malpractice office in upstate New York. She's an incredibly

dedicated, smart, hard worker who cares deeply about providing great service."

Jill Schober's background was in accounting. Before applying to the clinic, she completed coding training and became certified in the field, great qualifications for Referral Coordinator. "Jill has the perfect approach to charge entry and making sure we're doing everything correctly," says Rachel. "She gives incredible attention to detail."

Amanda Slattery is the third member of the "heavy hitters" on the front desk team. "Amanda is an island girl and really knows the people who come in the door, their histories. We all envy her organizational

skill. She has an incredible ability to make things work smoothly. She was just promoted to Front Desk Lead and has more responsibilities in her new position."

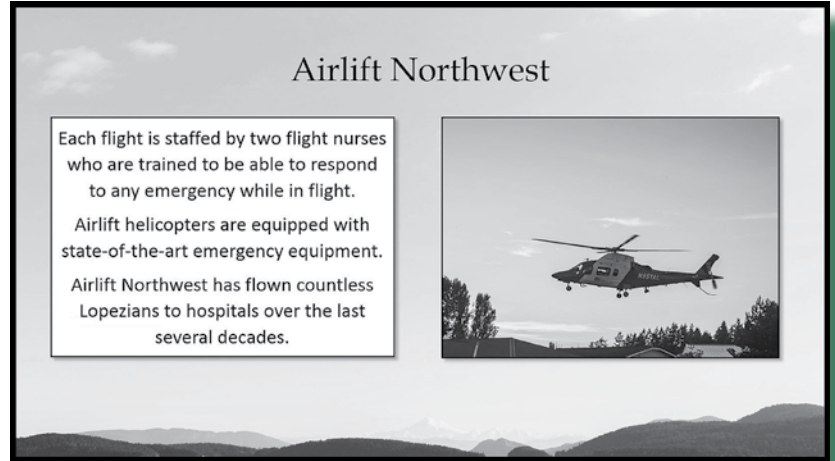
Rachel describes the new front desk team as "phenomenal" adding, with a playful smile, "None of them are allowed to go anywhere!" She sees them as smart and skilled, extremely service driven and focused on patient satisfaction. These traits go beyond the front desk team. Rachel adds, "While we've mainly been talking about the front office today because of the new employees there, I want to emphasize the skill and dedication of this entire staff. It's my management manifesto: to have a culture where we work diligently, bend over backwards for our patients and have fun while we do it. We've got a good thing going!"

Jill Blair's and Maribelle Doss' retirements, coming within a few weeks of each other at the close of 2013, represented a big change for the clinic. Rachel talks about the transition. "The thing that strikes me is that Jill and Maribelle started here too, once. Because they worked 17 and 23 years respectively at the clinic, they became the cornerstone of patient care here. I want to reassure Lopezians that everyone here is extremely patient-centered and driven to support our community. Everything we do at Lopez Clinic is guided by that vital purpose."

Now Showing in a Theatre Near You

Well, maybe not an actual *theatre*, but the clinic waiting room is sporting a new video screen offering a 30-minute show of the latest and greatest in medical technology, clinic news, health updates and more. The new screening system, Dr. Wilson's brainchild, is funded by the CWMA. Easy to update, it features a regularly changing menu of interesting topics designed to inform, educate and even entertain.

"We developed the video for three main reasons," explains Dr. Wilson. "We want to remind folks to keep up on preventative care such as immunizations, screening tests and exams. It's also intended to inform people about the specific services we offer at the clinic, and finally it gives the big picture of health-care on Lopez." The show, which is a combo of video and slides, also profiles other organizations and providers that deliver medical services on Lopez like Airlift Northwest, physical therapy, Lopez Island Pharmacy and the EMTs. Specific tests such as carotid artery imaging and aortic aneurysm testing, now available with the clinic's expanded ultrasound capabilities, are featured.



Just one of the many images now showing on the new clinic screen.

The large full-color screen also highlights islanders' stories of their early medical care on Lopez Island, the 40-year history of the Catherine Washburn Medical Association, profiles of clinic staff and other topics of interest.

While popcorn won't be served, the price is right: no ticket is required to enjoy the show.

New Art at Lopez Clinic



Next time you come in, make sure to take a moment to enjoy the new print by Lopez artist Marlyn Munter. The piece was recently purchased by the CWMA to honor Marlyn's 25 years of employment at the clinic. Marlyn retired last year due

to illness. Ron Shively, president of the CWMA explains. "When Marlyn left, we wanted to honor her caring service. Marlyn did much more than keep the clinic clean, she added beauty to Lopez Clinic often bringing in bouquets of flowers from her garden and letting us hang her beautiful artwork on the walls here."

This print, a copy of the original acrylic painting, is titled *End of an Era*. Many of the artist's paintings are inspired by Lopez Island scenes. "Sometimes we go driving around the island taking photos," explains Marlyn. "I think this time we were looking for old cars and found this truck parked on Cousins Road on the backside of Inez Black's farm."

More of Marlyn's work can be seen at Gallery 10 in Lopez Village.

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Island Medicine

New Book Honors Clinic Donors & Lopez History

For over 30 years, brass plaques hanging in the entryway and waiting room of Lopez Clinic have commemorated major clinic donors and gifts made in the names of loved ones, family and friends who passed away. As time went by, more and more names were added and the plaques became too much for the limited space. Last year they came down. The CWMA, looking for a way to continue honoring islanders' support of Lopez Clinic, hit upon the idea of creating a book. They commissioned author Lorrie Harrison and designer Robert Harrison for the job.

Island Medicine begins by listing all whose names appeared on the clinic plaques, creating a lasting public record in their honor. And the tradition will continue. Those donating in the future will have their names included in future editions of *Island Medicine*. In time, an anthology of hardback volumes will be on permanent display at Lopez Clinic.

The book has a further purpose: to gather and share stories of island medical care from the early days to the present.

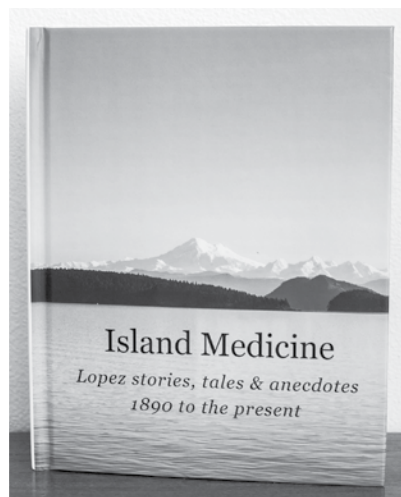
“Old timers on Lopez remember the pioneer days,” explains Lorrie. “Their stories are inspiring and often poignant. What did people do when no doctor was

available and a baby was on the way in the 1920s? When cases of croup, tuberculosis or smallpox threatened? When an untreated gunshot wound, tractor accident or case of appendicitis could prove fatal?”

The answers make a lively book of local lore and history. Charlie Janeway, CWMA board member, says the hardcover, 75-page book surpassed expectations. “The stories make fascinating reading and Robert’s photographs and design work are outstanding.”

While the original intent was to have a few copies available in the clinic waiting room and on the shelf at Lopez Library, people who have seen *Island Medicine* are asking to purchase personal copies.

In response, the CWMA is making an initial run of 100 books available at a book launch party in early May. Some of those interviewed will be on hand as special guests. Copies will also be sold at Lopez Bookshop, whose owners have offered to carry it with no mark up, their own effort to support Lopez Clinic.



Check *Lopez Rocks* and *Islands Weekly* for announcements of the book launch date.