

# Health Matters

Health and wellness information for the Lopez community

## A year of challenges, a labor of love

Catherine Washburn  
Medical Association

CLINIC PHYSICIAN  
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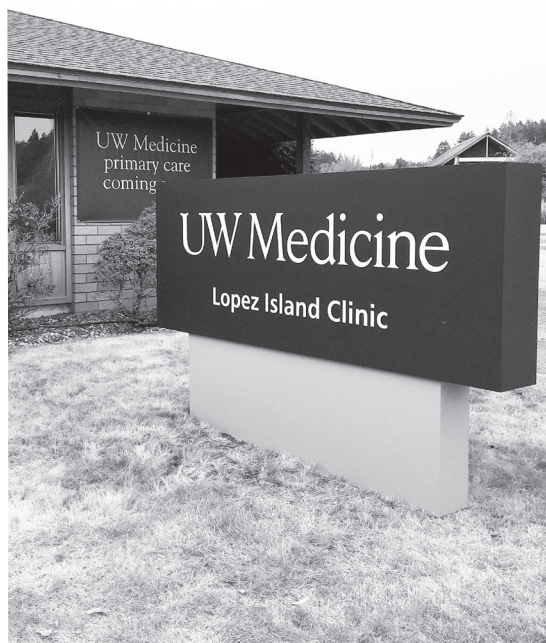
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*Robert S. Harrison Photography*

### Progress report from CWMA.

The news came as an unexpected and profound blow. In September 2016, Islands Hospital told the Catherine Washburn Medical Association (CWMA) that they had decided to end their relationship with the Lopez Island Medical Clinic, effective June 2017.

CWMA is responsible for the grounds, equipment and maintenance of the clinic. CWMA has no operational control nor does it manage the Clinic or its medical professionals. However not acting was not an option. Lopez needs its clinic. CWMA immediately began exploring options.

In reality however, there was no quick fix. That first blow was just the beginning of what transpired to be months of fast paced, quickly evolving situations and obstacles that challenged the CWMA board in an unprecedented fashion. Indeed, from the creation of Lopez Island Hospital District to preserving the Physical Therapy practice, late 2016 and the entirety of 2017 has been a saga of challenge upon challenge.

Nine hospitals and entities were approached to explore their interest in managing Lopez Clinic. Unfortunately, most showed no interest in pursuing a partnership with a small rural clinic. The situation was made worse when CWMA learned the withdrawal of Island Hospital's under 50 bed rural Medicare status meant the loss of over \$300,000 in Medicare reimbursements for Lopez Clinic. No potential partner was willing to take on Lopez Clinic losses, nor would an independent practice avoid them. It became clear that keeping a clinic on Lopez required the financial support of the community and thus CWMA Director Lauren Stephens was asked to explore creating a Public Hospital District. As the result of her research and investigation, CWMA placed the PHD measure on the April 25th 2017 ballot. At that time the only options open to Lopez Clinic were partnering with UW Medicine, or establishing an independent clinic. The CWMA Board felt strongly that UW Medicine was the best option, but we were still in negotiations. Both parties agreed that if we didn't come to terms by May 9th we would cease our discussions. The interim agreement was signed on that day.

As is common in agreements such as this, both parties acknowledged there were still unresolved issues to be worked out as the new partnership developed. CWMA and Lopez Island Hospital District are still working through all the practicalities of their individual relationships with UW Medicine and the Lopez Clinic. The relocation of the Lopez Island Physical Therapy, Clinic staffing changes, the evolving integration of the UW Medicine, and the Fire District's emergency medical services have been difficult and stressful on the community and individuals. However overall, UW Medicine and its presence in the clinic is proving to be a tremendous asset to the island and offers new and exciting medical resources.

CWMA now looks forward to returning to its traditional role as owner of the Lopez Clinic building, property and medical equipment. Visit [www.catherinewashburnmedical.org](http://www.catherinewashburnmedical.org) for more information on CWMA history, a guide to giving, and information about medical affiliates on Lopez. Thank you for your support.

# Health records at your fingertips with eCare

**L**iving in the internet age, we can all feel overloaded with information that is not relevant to us or is downright useless (consider the silly cat videos your friends send you). More frustrating is that the critical information that we really need can be difficult to find.

Fortunately, as a patient in the UW Medicine healthcare system you have easy access to some of the most vital information of all: your health records.

UW Medicine eCare is a free resource you can use to communicate with your provider in a secure manner, ask for medication refills, request appointments, and view and manage your UW Medicine medical records online, anytime you need them.

Once you set up an eCare account, you can log in to the system and review a wide variety of personal health information, including:

- Current medicines
- Allergies
- Immunizations (vaccines)
- Medical history
- Test results
- Details of your previous clinic visits
- Hospital discharge instructions
- Questionnaires

Your personal health information is private and secure, and eCare is based on Epic software, the nation's leading provider of integrated health information technology. Only you can see your records, and you'll have access to both inpatient and outpatient records generated from visits you've made to a UW Medicine clinic or an affiliated hospital.

For providers, eCare allows your doctors, nurses, and other caregivers to view your important medical information quickly and efficiently.



*Community members and UW Medicine employees celebrated an open house for the Lopez Island Neighborhood Clinic on Oct. 21. Shown left to right are UW Medicine employees Jay Priebe, director of rural primary care operations; Debra Gussin, executive director, UW Neighborhood Clinics; Mike Alperin, clinic chief, UW Neighborhood Clinics; Pete McGough, medical director, UW Neighborhood Clinics; and Lopez Island Hospital District chairwoman Christa Campbell.*

With easy access to those records, providers can offer faster, safer diagnoses and treatment, and avoid unnecessary tests.

## **What is eCare?**

UW Medicine eCare is a single, secure resource you can use to view and manage your UW Medicine medical records online. This includes your medical records from clinic visits or hospital stays within the UW Medicine health system.

The UW Medicine Health System includes UW Medical Center, Harborview Medical Center, Northwest Hospital & Medical Center, Valley Medical Center, the UW Neighborhood Clinics and other UW Medicine-affiliated clinics. UW Medicine eCare is a quick and convenient way to manage your health information anytime you need it.

## **Who can sign up for UW Medicine eCare?**

You have to be a patient at a UW Medicine-affiliated clinic or hospital. As a parent, legal guardian or caretaker, you may also have permission to view

medical records for a minor or other person.

## **I am a new patient at UW Medicine. Am I required to have a UW Medicine eCare account?**

While we encourage patients to use eCare to log on and view their medical records, it is not a requirement to receive care at any UW Medicine clinic or facility.

## **How do I set up eCare online accounts?**

As a UW Medicine patient, you will receive instructions on how to create your account and how to log on to view your records based on where you receive healthcare services.

If you visit a clinic, staff will give you instructions in person.

If you have stayed in the hospital, you will receive instructions by email from hospital staff.

To set up your online accounts, UW Medicine will ask you for your email address. Your email address will be secure and will not be used for any other purpose.

As a parent, legal guardian or caretaker, you may also have permission to view medical records for a minor or other person.

## **Can I use one username and password for my inpatient medical records and my outpatient medical records?**

You will need different usernames and passwords to view records from your hospital stays and your clinic visits. You will be given information on how to log on and view each type of record by the clinic staff in person during your visit or by email from the hospital staff after your stay. In some cases, users may be able to establish their own usernames and passwords to log on to view different types of medical records.

## **How do I log on to UW Medicine eCare?**

Once you create your online account(s), visit the eCare sign-in page at <http://www.uwmedicineecare.org/> and select the medical records you want to see.

Do you have an iPhone, Android, or Windows Phone app?

Some of the software UW Medicine has used to allow you to view your medical records online also has applications (or apps) for your mobile phone, while some software does not.

Currently, there is an app for iPhone or Android mobile phones that allows you to view your outpatient medical records. However, you can still get to all your online medical records on your smartphone even without an app. Just type [uwmedicine.org/ecare](http://uwmedicine.org/ecare) into the browser on your smartphone and choose the type of medical record you want to view. You will need your log-in information to view your medical records on your smartphone.



# UW Medicine

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## LOPEZ ISLAND CLINIC

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## Frequently asked questions

**W**elcome to UW Medicine. You're now served by a 30,000-strong healthcare team whose singular mission is to improve the health of the public. We recognize that you're transitioning from familiar systems, processes and people from the clinic previously managed by Island Hospital. We've also heard questions and concerns about a number of issues. To help clarify these issues, please review the Frequently Asked Questions below and let us know if there are others we can address.

### **Who will I speak with when I call the clinic phone numbers?**

When you call the Lopez Clinic, you'll speak with someone from our UW Medicine Contact Center team. This is an advantage because the Contact Center is open much longer hours than the clinic, and they are able to help with appointments across UW Medicine. If you have an immediate need, you will be transferred to the clinic during business hours, or to the 24/7 nurse triage line.

### **Why do I have to register as a new patient when I've been coming to the clinic for years?**

The former clinic was an Island Hospital clinic, and no matter who came in to replace them, this would have been the case. It is a Centers for Medicare and Medicaid Services (CMS) requirement that the first time a patient is seen by a new provider it must be treated as a new visit. We've worked hard to transfer basic health record information to streamline the process, but each patient will need to register in the new system. If you have received care anywhere else across UW Medicine, this will be a little faster.

### **How do I get registered as a patient?**

You can call the Contact Center at 360.468.2245 and they can help you get registered over the phone in about 10 minutes and schedule an appointment if you like. Or, you can come into the clinic and the staff will help you register.

### **Do I have to pay to register?**

No, registration does not cost anything.

### **Why am I being charged more as a new patient?**

Because we are required to charge your

first visit with the new UW Medicine Clinic as a new patient visit, your bill may be higher than usual, and depending on your insurance, your portion of that charge will vary. Again, this would have been true for any new health provider who took over the clinic, but it is a one-time occurrence.

### **Can I contact the clinic directly?**

Yes, for urgent healthcare concerns. Call the clinic at 360.468.2245 and press option 2 to speak directly with clinic staff for urgent medical issues or same day appointment requests. If no one is available, you can leave a message and a member of the team will return your call. If you are returning a call from a nurse or other provider, you can also press option 2.

### **Can I get a same-day appointment?**

Yes, same-day appointments are available to patients with serious, immediate medical issues such as lacerations, broken bones, medication reactions, persistent respiratory illness, fever, nausea/vomiting and acute symptoms of pain. The care team will assess the urgency of each concern, and there may be times when non-urgent requests are scheduled for a future date, based on other patient care demands at the time. This is important to ensure that resources are available to everyone in the community when the need arises. If you're not sure what to do, our team is happy to talk with you about your condition and help develop a plan – please call us at 360.468.2245.

### **Why can't I get an appointment right away for a routine issue?**

With only a few months to transition the management of the clinic, it simply wasn't possible to get our providers hired and credentialed before the clinic opened. We've not had as many providers as we'd like in the first couple of months, and access has been more difficult. The good news is we've been able to draw on the resources of UW Medicine and bring up some of our very experienced providers to cover the transition without closing the clinic, and we will have our regular provider team on board in just a few more weeks.

### **What happened to my Island Hospital medical records?**

Your records are secure, protected and available to you and your UW Medicine provider when they're needed.

UW Medicine can remotely access the computer systems at Island Hospital, which retains all patient records generated on or before Sept. 11, 2017. This system interconnectivity allows your UW Medicine providers to easily review your previous medical records, which will ensure continuity of care.

### **Can I access my own medical records?**

Yes. You can request to receive printed copies of historical medical records from Island Hospital by calling 360.299.1326 or by visiting [www.islandhospital.org/medicalrecords](http://www.islandhospital.org/medicalrecords).

Any new hardcopy records generated by UW Medicine after Sept. 11, 2017 are available through your local clinic. Or, you can access them online through eCare, a free, secure and convenient way to review your health records any time you need them.

### **How do I renew a prescription for a regularly-prescribed medication that I've run out of?**

If you run out of refills of a regularly prescribed medication, you may be asked to visit your doctor before a new prescription is ordered. For example, the new physicians on Lopez Island may wish to see you before re-prescribing medicine. This is not to inconvenience you. It's simply that the new provider is now responsible for your care and will want to evaluate your health situation before re-issuing the medication. It also enables the prescription history to be added to your UW Medicine health records.

If you haven't seen a physician in a while, you may also be asked to make an appointment before a prescription is re-issued.

### **How do I get a refill of an existing prescription?**

Simply contact your local Island pharmacy. The UW Medicine computer systems that maintain your health records and the systems at all island pharmacies are connected, so getting a prescription refill will be a seamless process.

### **How long will it take to get a new prescription filled?**

UW Medicine has implemented new workflows, a new electronic health records system, and additional quality standards – all to ensure that you receive thorough, accurate and timely health care. With this implementation, new prescriptions can take up to 72 hours to one week to fill.

# Health Matters

Catherine Washburn Medical Association  
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## Wish list Lopez Island Physical Therapy



### Office Equipment

- 2 Chairs (waiting area) \$550
- Magazine Table \$130
- 3 Desks \$600
- 3 Desk Chairs \$210
- Table Lamp \$65
- Filing Cabinets \$600
- Other Storage/ Shelves \$250

- Phone System \$500
- Computer Equipment \$300
- Total : \$3,205**

### PT Equipment

- High/Low Treatment Table \$2,200
- E-Stim/Ultra Sound Combo Unit \$2,657
- Cuff Weight Set \$115
- Wall Weight Rack \$90

- Large Exercise Balls (2 sizes) \$65
- Foam Rollers \$39
- Thereaband Storage Rack \$126
- Hydroculator \$500
- Resistance Band Wall Unit \$179
- Parafin Bath \$129

- Rolling Treatment Cart \$450
- Storage Cabinets \$1,300
- Gym Staircase \$1,500
- Gym Shuttle Balance System \$1,300

**Total: \$10,650**

For information on how to donate please contact Charlie Janeway at [charles-janeway@gmail.com](mailto:charles-janeway@gmail.com) or Marty Clark at [martyc-lark89@gmail.com](mailto:martyc-lark89@gmail.com)