



## UW Medicine Primary Care at Lopez Island

In partnership with Catherine Washburn Medical Association and Lopez Island Public Hospital District, UW Medicine's dedication to improving the health of the public is stronger than ever. Patient care is always our top priority, and here's what we provide daily to island residents:

**Complete primary care** for patients of all ages! Our family medicine providers care for kids and adults. We treat everything from common acute illnesses and injuries to long-term conditions. We can see your whole family for pediatric well child checks, adult preventive screenings, vaccines, EKGs, x-rays, sports, and employment physicals.

**Six to eight reserved same-day walk-in appointments per provider daily** for our clinical team to fill based on medical necessity. Our clinical team also determines the best care option for each patient which may include a virtual visit or other appropriate options.

**An after-hours consulting nurse service** for medical advice that cannot wait by calling the clinic at 360.468.2245. We have on-call physicians 24 hours a day, seven days a week, 365 days a year, that the nurse will connect you with if they feel you need additional assistance.

**Internal nurse triage services** include in-clinic nurses and a central team of nurses. Connect with a nurse by calling the clinic and pressing #2 or sending a MyChart message to the care team.

**Local partnerships provide the best care possible.** Part of comprehensive care includes collaborations with CWMA, Lopez Fire & EMS, Lopez Island Physical Therapy, and Assured Imaging for on-island mammograms.

**Virtual primary care services** provide coverage from 8 a.m. — 8 p.m., seven days a week. Our team of virtual primary care providers offers you and your family a new way to receive quick, on-demand care. Start an on-demand video visit to see the first available provider or complete an E-Visit questionnaire for certain health conditions at uwmedicine.org or the MyChart app. Care is available from anywhere in

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Washington state. **IMPORTANT INSURANCE INFORMATION:** Patients with Community Health Plan of Washington (CHPW) and LifeWise insurance are only contracted for visits (in-person and telemedicine visits) with our providers on Lopez Island. These patients can still use Virtual Primary Care services as self-pay patients. All patients should verify their insurance coverage before completing a visit.

**Our fully staffed clinic** includes one physician, one certified physician assistant, one flex advanced practice practitioner, one clinic manager, two patient service specialists, one lab/x-ray technician, a team of registered nurses with one in the clinic every day, plus one part-time medical assistant who always works with an RN.

### How to seek care

1. Log into MyChart (scan the QR code below)
2. Call the clinic at (360) 468-2245
  - To speak with a UW Medicine centralized scheduler to make an appointment, press 1.
  - To connect with the UW Medicine Primary Care at Lopez Island clinic or nurse, press 2.
  - For anything else, press 0.
3. Start an on-demand video visits and E-Visit questionnaire at [uwmedicine.org/virtual-care/same-day-primary-care](https://uwmedicine.org/virtual-care/same-day-primary-care).



#### Your Feedback Matters

Patient or family members may report concerns to any staff member, member of the medical staff or clinic manager. Patients or family members may also contact the Patient Relations Department by phone: 206.520.4294, email: [uwpc-cares4u@uw.edu](mailto:uwpc-cares4u@uw.edu) or mail: 850 Republican Street, Building C, Box 358051, Seattle, WA 98109.

