

## UW Medicine Lopez Island Clinic Is Here to Care for You

[uwmedicine.org/lopez](http://uwmedicine.org/lopez) 103 Washburn Place 360-468-2245

### During the COVID-19 Pandemic, here's how to receive the healthcare you and your family need

**COVID-19 Testing: Drive-up coronavirus testing is available by appointment only. Check with your insurance company regarding coverage and cost.**

- **DO NOT** walk into the clinic. Use the COVID-19 Virtual Assistant by calling **206-520-5000** or online at [uwmedicine.org/coronavirus/testing](http://uwmedicine.org/coronavirus/testing). Please do not call the clinic directly. If you meet the criteria for testing, you will be routed to a live person to schedule testing. **Non-UW Medicine patients will need to go through a quick registration process before scheduling an appointment.**
- If your evaluation determines testing is needed, you'll receive details about where to go and what to expect when your appointment is confirmed. Testing is performed Monday through Friday. If you need to be tested and it's a weekend, please follow self-isolation guidelines and the clinic will arrange testing as soon as possible.

#### Care for Other Healthcare Needs During Office Hours (Monday-Friday, 8:00 a.m. – 5:00 p.m.)

- If you require care during the COVID-19 pandemic, please follow the usual process of scheduling online through **eCare** or by calling **206-520-5000**.
- If appropriate, you'll be scheduled for a telehealth appointment with a clinic provider.
- If you need a local number, call the clinic at 360-468-2245 and press #1 for an appointment (likely telehealth), press #2 for an urgent need, press #3 for Covid-19 information.

#### Safe Practices at the Clinic

- Clinic staff with symptoms of a respiratory illness are tested and required to stay home until completely recovered.
- All patients and visitors should wear personal cloth face masks throughout the building. If patients and visitors do not have a personal cloth mask, the clinic can provide a surgical mask.
- We are supporting safe social distancing for all patients and visitors
- The clinic has Personal Protective Equipment (PPE): surgical masks, face shields, gowns, gloves. All staff must wear surgical masks throughout the building and are strongly encouraged to wear masks when not at work.
- When patients with respiratory symptoms call for appointments, the clinic can arrange telehealth visits. If they need to come into the clinic, they're taken straight to an exam room.

#### Receiving Care After Hours or On Weekends

- **As always, if there is a life-threatening event, call 911.**
- **For other needs, call 206-520-5000.** You'll be given options to speak with the 24-hour Community Care Line. If indicated, the nurse will contact the provider-on-call, and that provider will then call you back.
- On-call consultation rotates among five local providers from UW clinics on Lopez and Orcas. If any provider feels the patient must be seen at the clinic emergently, they will turn the call over to Dr. Wilson or Wen Murphy, ARNP. Dr. Wilson or Wen will get back to the patient as soon as possible.