



## **Seattle Area Health System Guidelines for Accessing Urgent Care**

The information on the following pages is intended to be helpful to our members and others who have questions about how to get urgent care, in particular, during this unusual time.

Several systems have changed their access protocols for the time being. We have no idea how this information might change. What we have provided is simply a snapshot in time.

These are the “systems” we have included:

- ✓ Iora Primary Care
- ✓ Kaiser Permanente
- ✓ Polyclinic
- ✓ Swedish Hospitals (PacMed, First Hill, Cherry Hill)
- ✓ University of Washington
- ✓ Virginia Mason

## **IORA PRIMARY CARE**

During the COVID-19 Pandemic, the recommended methods for communication are:

**Call your primary care doctor's office at 206-823-2463.** IORA provides 24/7 phone access.

A nurse will advise you concerning the next steps and will help you negotiate them.

**They have a “red flag” response to urgent care** and these cares are handled immediately. Patients are told where to go, or whether an ambulance would be necessary.

**Call IORA's main number before calling 911 or going to an ER** if it is reasonable to do so. You will be directed to whatever hospital you are connected to.

## KAISER PERMANENTE

**If you feel unwell** Kaiser advises that you call your primary care doctor's office (Mon through Sat, 206-326-3530) or specialist before you come to the clinic or urgent care unless it is a 911 emergency. 90% of primary care care visits are now via telemedicine but you can also arrange an in person, phone, video or E-visit as appropriate. Keep the phone numbers handy. Your doctor will determine if you can manage at home or need to come in and will refer you as needed. While some Kaiser medical facilities and all CareClinic at Bartell Drugs have temporarily discontinued, patients with urgent and essential care needs will receive in person care at Bellevue and Capitol Hill campuses. Elective surgeries are cancelled.

**The Kaiser Urgent Care Clinic** on Central Campus in Capitol Hill (1501 E Thomas) 206-326-3228) is now separated: Those with symptoms of coronavirus are directed to the flu clinic, while those with other urgent concerns but no symptoms of coronavirus are directed to the non-infectious urgent care clinic. For those meeting certain criteria (over 100.4 fever, new cough) swab testing is available in the Central Clinic Parking Garage. **If you think you may have been exposed** to the virus and have symptoms of respiratory illness, call the consulting nurse 24/7 at 1-800-297-6877 or 206-630-2244 (TTY 711).

**If you need to go to the ER**, e.g. if short of breath, call ahead if possible and bring copies of your Kaiser ID, medications, advanced directives, and the name of a trusted relative or friend. It is helpful to have these documents readily available should you need them. Indicate that you are a Kaiser patient if you go to a Swedish Hospital facility. If you are unable to get to the ER, call 911.

### **Helpful Links and Phone Numbers**

[Kp.org/wa/register](https://kp.org/wa/register) to create an online account

[Kp.org/wa/getcare](https://kp.org/wa/getcare) to connect with your care team and get 24/7 advice

[Kp.org/wa/pharmacy](https://kp.org/wa/pharmacy) to order prescriptions

Central Pharmacy: 206-326-3181

Mail Order Pharmacy: 1-800-245-7979 (to avoid coming in and long lines)

Central Capitol Hill Campus: 125 16<sup>th</sup> East. 206-326-3000

Central Urgent Care and ER: 1501 E Thomas. 206-326-3228

Central Primary Care: 206-326-3530 South Building

Consulting Nurse: 206-630-2244

Swedish Hospital Urgent Care 1531 Broadway 888-227-3312

Swedish Hospital First Hill ER 700 Minor 206-386-6000

Swedish Hospital Med Cr EMR 500 17<sup>th</sup> Ave 206-320-2111

Swedish Hospital ER Cherry Hill 540 16<sup>th</sup> Av. 206-320-2000

## POLYCLINIC

**If you feel unwell the Polyclinic** advises that you call your doctor's office at the Polyclinic (206-329-1960) before you come in! Determine if their office remains open during the pandemic and whether their clinic group provides walk-in care after-hours. Currently Polyclinic offices are open only for essential visits. During regular office hours the nurse or your physician will determine if you can manage at home or if you need to come in depending on how sick you are. If you have respiratory symptoms, you will be referred to one of their Respiratory Care Clinics. If not a respiratory problem, your physician may evaluate you via tele-medicine. On nights or on weekends, call the Polyclinic at 206-329-1960 to reach your physician.

Currently 90% of health care visits are via telemedicine/phone. You can set up a phone appointment with your doctor or their partner quickly, Monday through Friday. A phone call to your physician is preferred before you visit a clinic unless it is a 911 emergency. Most Polyclinic facilities have temporarily limited or discontinued in-person patient care. Patients with urgent and essential care needs will be screened at the door for fever or respiratory symptoms and diverted to a Polyclinic Respiratory Clinic if necessary.

**If you think you may have been exposed** to the virus and have symptoms of respiratory illness, you should call your physician (or the on-call physician) first at 206 329-1960. It's important to call ahead of time rather than going directly to Polyclinic medical facilities. Calling ahead helps direct you to the most appropriate care and take precautions to protect others. Most corona virus cases can be managed at home.

**If the primary physician or clinic is not always available, determine whether your medical insurance/care plan or preferred hospital provides urgent care clinic services.** Record the address/telephone number of your closest clinic.

**The Polyclinic Now Clinic at Northgate Plaza provides urgent care services** 7 days per week. It is located at 9709 3<sup>rd</sup> Avenue NE (206-860-2222). Patients are now separated according to a patient's symptoms. On Monday-Friday 9 am – 5 pm, they will see patients with respiratory illness only. On Saturday-Sunday 9 am – 5 pm, they will treat all urgent care issues. Conditions treated include a wide array of medical conditions and injuries including suturing minor lacerations.

**If you need to go to the ER, record the location of the closest ER for screening and possible admission to an isolation facility or to an ICU.** Obviously go to the ER with copies of your Medicare and secondary insurance ID, medications, advanced directives, and the name of a trusted relative or friend. It is helpful to have these documents readily available should you need them. There are ERs at Swedish Hospital on Cherry Hill and Swedish Hospital on Broadway, and at the Virginia Mason Hospital on 9<sup>th</sup> Avenue.

## **SWEDISH HOSPITALS (PACMED, SWEDISH FIRST HILL, SWEDISH CHERRY HILL)**

### **IMPORTANT INFORMATION:**

During the COVID-19 Pandemic, the recommended methods for communication are:

Send a non-urgent message to your physician using MY CHART.

Best to first speak to your primary doctor, call 206-505-1101.

If you need to speak to your specialist, call 206-505-1300 (No weekend or night urgent care visits, most referred to 911 or Emergency Department)

You may leave a message and can expect a return call within two hours.

After hours, call the urgent care number: 1-888-472-2633 and choose Option 1.

Swedish Cherry Hill Urgent Care is operating, but you must call ahead.  
The phone number is: 206-320-5556  
Hours are 6pm-9:45 pm M-F and noon-9:45 pm Saturday and Sunday

### **Other Options:**

Swedish Express Care Broadway at 1531 Broadway: Call Ahead 1-888-227-3312, 8 am to 8 pm 7 days  
Acute but NOT Urgent or Semi-Urgent medical, trauma or wound care

Swedish Express Care at Walgreens at Rainier at 4412 Rainier Ave S. Call ahead at 1-888-227-3312, 8 am to 8 pm 7 days

Swedish Express Virtual Care  
<https://virtual.providence.org>. Provides telemedicine consultation

## UNIVERSITY OF WASHINGTON

Information changes quickly, so helpful links are provided if you are able to go online.

**Covid Concerns:** <https://www.uwmedicine.org/coronavirus>

UW says: If you have symptoms like fever, cough or shortness of breath, the best thing to do is stay at home and contact your doctor. Here's how: **1. Use eCare** to message your care team who will triage your case and direct you to the right care. **2. Call the UW Covid-19 info line** to talk to a nurse – (206) 520-2285 or (855) 520-2285. You can also make an appointment for drive-thru testing or for a tele-health evaluation from this site.

**Urgent Non-Covid Care:** <https://www.uwmedicine.org/services/urgent-care>

**The Ballard and Federal Way locations are open to provide in-person and tele-health visits. Call (206) 203-9251 to schedule an appointment.**

Here's where to find these clinics; maps and more directions can be found from the link above.

**Ballard:** UW Medicine is at **1455 NW Leary Way**, just north of the Ballard Bridge, near the intersection of 15th Avenue W and NW Leary Way. Urgent care services are provided on the first floor in Suite 145.

**Federal Way:** The UW Neighborhood Clinic is in a small mall slightly set back from the road (white storefronts, blue awnings). Its address is **32018 23rd Avenue South**.  
**Directions from Interstate 5:** Leave the freeway at exit 143, Southeast 320th Street. If southbound turn right onto 320th. Follow 320th to 23rd Avenue South and turn left. Go one block and turn left into the mall parking lot. The clinic is at the far end, close to the intersection of Southeast 320th and 23rd Avenue South.

**Routine Care:** <https://www.uwmedicine.org/telehealth>

The UW Neighborhood Clinics are now providing most care virtually, either by video or phone – with some in-person visits. Follow your usual procedure for making appointments, using eCare or phoning (206) 203-9521.

**If you need to go to the Emergency Room**, the closest one is located at the Main Hospital, at 1959 NE Pacific St. (206)-598-3300. Others EDs are at Harborview (325 9<sup>th</sup> Av) and UW Northwest (1550 N 115 St).

## VIRGINIA MASON

### Important Information: Appointments and COVID-19

Out of an abundance of caution and given the [COVID-19](#) community situation, the ability to self-schedule appointments in the patient portal ([MyVirginiaMason](#)) is currently unavailable.

Patients who have an appointment at a Virginia Mason clinic, laboratory, radiology, as well as those visiting the Emergency Department, may have one person accompany them, if necessary.

We appreciate your understanding during these uncertain times. Our goal is to protect you, your loved ones and our team members. If you have any questions, please contact your care team (your primary care doctor's office). They will handle your questions and requests between the hours of 7 am and 6 pm, Monday – Friday.

In response to Gov. Jay Inslee's recent "stay home, stay healthy" order — and Virginia Mason's critical need to conserve personal protective equipment (PPE) — we will *temporarily* consolidate services at some of our regional medical centers from March 30 through May 1.

During this time, we are here to serve you in the following ways:

### Walk-In Care

For **urgent care** needs, please visit a Virginia Mason Walk-In Clinic.

- [Edmonds Walk-In Care](#)  
**Walk-In Care Hours:** Monday - Friday, 9 a.m. to 8 p.m.; Saturday - Sunday, 9 a.m. to 4 p.m.
- [Federal Way Walk-In Care](#)  
**Walk-In Care Hours:** Monday - Friday, 8 a.m. to 8 p.m.; Saturday - Sunday, 9 a.m. to 4 p.m.
- [Virginia Mason Hospital Emergency Room](#)  
If you cannot get to Edmonds or Federal Way, go to the VM Emergency Room at Boren and Spring.

### Respiratory Clinics

To schedule a visit at a Virginia Mason **Respiratory Clinic** at one of our following locations, please call **(206) 223-6881**.

- [Bainbridge Island](#)
- [Bellevue](#)
- [Edmonds Family Medicine](#)
- [Federal Way](#)
- [Seattle](#)

### Televisit

To schedule a [video](#) or **phone** visit with your provider, please call **(206) 223-6881**.

Thank you for your understanding.