

Report to the Community

Second Ambulance Expands to 24-Hour Coverage

Beginning in April 2016, Upper Kittitas County Medic One added a second full-time ambulance for overnight service. Previously, there were two ambulances available during the 12-hour daytime shift and one ambulance overnight.

"Having two ambulances available at all times means that we'll be able to respond to medical emergencies more quickly," said Geoff Scherer, operations manager for Upper Kittitas County Medic One. "If the first overnight ambulance is out on a call, we'll be able to rely on our second local ambulance to respond instead of rerouting an aid car from Ellensburg."



Having two ambulances available at all times means Upper Kittitas County Medic One will be able to respond to medical emergencies more quickly.

Another benefit to a second overnight ambulance is the ability to separate the stations. With one ambulance stationed in Cle Elum and a second ambulance stationed near Golf Course Road, Kittcom can dispatch whichever is closer to the caller.

In the near future, Upper Kittitas County Medic One plans to station the Cle Elum ambulance at the Cle Elum Fire Department during daytime hours. It will remain at Station 99 near KVH Family Medicine - Cle Elum and KVH Urgent Care - Cle Elum during the overnight hours. This will allow increased collaboration between ambulance and fire staff. Fire staff who are also emergency medical technicians (EMTs) will gain valuable experience in how medic units are run.

Upper Kittitas County Medic One staffs each ambulance with a paramedic and an EMT.

Letter from the Board President

Since our last update, voters in Kittitas County Public Hospital District No. 2 approved a permanent property tax levy for emergency medical services (EMS). The vote did not increase the rate of the levy from prior years.



The EMS levy supports the operation of Upper Kittitas County Medic One ambulance services, including staff, the ambulances, supplies, and facilities in upper Kittitas County. User fees pay for less than half of the cost to operate the ambulance service. The rest is covered by the EMS levy.

With this vote, residents have shown their support for the Upper Kittitas County Medic One ambulance service. We appreciate your continued support and consider it an honor to serve this community.

Floyd Rogalski

2015 Quick Facts

Ambulance

The hospital district provides advanced life support ambulance service through Upper Kittitas County Medic One.



695 calls for help



460 patients transported



busiest days are **Saturdays**

Urgent Care

The hospital district provides a limited amount of financial support for KVH Urgent Care - Cle Elum. This service is operated by Kittitas Valley Healthcare.

1,408 visits



Top **5** reasons for visits

sore throat • cough
earache • laceration
urinary tract infection



busiest days are **Sundays**

New 24-Hour Service

Kittitas County Public Hospital District No. 2 has partnered with Kittitas Valley Healthcare to offer a new virtual care service to residents of the district. **KVH Virtual Care** is available 24 hours a day, seven days a week.

What is virtual care?

You can receive healthcare for commonly treated conditions using your computer, mobile device, or telephone. Using a phone or video chat, a board-certified provider will assess, diagnose, and treat conditions – even prescribing medication when appropriate.

Virtual care is available 24 hours a day, seven days a week from wherever you are.

What conditions can be treated?

Many conditions can be treated using virtual care. Some of the most common conditions that we treat are: cold or flu symptoms, sore throat, pink eye, cold sores, rashes, headache, and urinary tract infections.



How much does KVH Virtual Care cost?

KVH Virtual Care costs \$40 per visit. If the provider quickly determines that your condition can't be treated virtually, you won't be charged.

Insurance is not accepted for virtual care. Individuals covered by government sponsored insurance other than Medicare, such as Medicaid and Tricare, are not yet eligible for virtual care in Washington State.

Can I use virtual care instead of going to my clinic?

Yes and no. You can use virtual care to take care of symptoms that you have today. This can save you a trip to the clinic. However, virtual care is not intended to replace your relationship with your primary care provider and should not be used to manage chronic illnesses.

Think of KVH Virtual Care as another option for a condition that needs same-day treatment.

How do I access KVH Virtual Care?

You can access care in any of these three ways:

1. Connect online at www.kvhealthcare.org using your computer or mobile device
2. Download the **KVHVirtualCare app** for Apple or Android devices
3. Call us toll-free at **(855) 962-1KVH**

Virtual Care was Virtually Painless



“As thorough as that exam was, it felt like I was in an exam room.”

**-Bert Marx,
KVH Virtual Care
patient**

Bert Marx of Ellensburg is a poker buff who plays regularly with friends. Is he good? He laughs out loud and flashes a grin. "No," he says. "That's why they keep asking me back. Sometimes when I can't make it I feel like I should just run by and leave my money."

Tall and genial, the 68-year-old Marx has an easy-going demeanor, and a deep appreciation for the good things in life, especially family and friends. And though Marx may love poker, he doesn't gamble on his healthcare. He wants thorough, competent, efficient treatment. If it comes served up with a dose of personal warmth, so much the better.

He got all of that when he turned to KVH Virtual Care, an online service of Kittitas Valley Healthcare that enables patients with minor illnesses to obtain treatment from the comfort of their own homes.

The service is available 24 hours a day, seven days a week and is staffed by Washington State healthcare providers who are board-certified in family medicine.

Flash back to a weekend in June when Marx found himself battling symptoms of a cold. "It started showing up on Friday," he said. "By Saturday my throat was hurting and I had a little cough." By late Saturday afternoon his right eye was "matted" closed and his temperature had climbed to 102.

Marx called his daughter, Carrie Barr, an employee at KVH who dropped by and told him she thought he might have pinkeye, a contagious eye condition, and needed to see a doctor.

But Marx is no fan of emergency room visits for minor complaints. They can involve long waits while doctors attend to patients with more serious issues and they tie up resources, he says.

Barr suggested KVH Virtual Care and called the number on the KVH website. "It was about a 20 minute wait for the doctor to call back," Marx says. "At the same time, it wasn't bad. I was sitting in my easy chair."

Using FaceTime, an app that makes video exams possible over computers, cell phones and other devices, the doctor guided Marx through a self-exam, diagnosed pinkeye and a cold, prescribed medication for his eyes and sent the prescription to a local pharmacy.

Marx says the virtual visit took "no more than 15 minutes," cost him \$40 and made him a fan. "It was fabulous," he says. "I love that doctor. I should send him a 'thank you' note, he was that good. He was just so personable and knew exactly what he was doing. As thorough as that exam was, it felt like I was in an exam room. But it was nice to be sitting in my own home."

Kittitas County Public Hospital District No. 2
505 Power St.
Cle Elum, WA 98922

Congratulations
to the **KVH Urgent Care - Cle Elum** winners
of the DAISY Award for extraordinary nursing

The first Kittitas County team DAISY Award for providing extraordinary nursing care was presented to three staff members of KVH Urgent Care - Cle Elum earlier this year.

The three-person team was nominated by Dede Utley, director of emergency services at KVH Hospital.

Jennifer Simons, Rachel Coleman-Thompson, and Lori Smith treated a patient with a life threatening condition in January 2016. In addition to quick and thorough medical care, the staff gave emotional support to the patient and his wife.

About the DAISY Award

The DAISY Award is a collaboration of the DAISY Foundation and the American Organization of Nurse Executives, and was established in 1999 by the family of J. Patrick Barnes following his death due to complications of an auto-immune disease. DAISY is an acronym for Diseases Attacking the Immune System, though nurses caring for any patient are eligible.

If you would like to submit a nomination for extraordinary nursing care that you or a family member have received, visit www.kvhealthcare.org/nominate-a-nurse.

Jennifer Simons (seated left)
Rachel Coleman-Thompson (seated right)
Lori Smith (standing)

