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

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.

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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.

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 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.

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.

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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.”
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.

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Floyd Rogalski

Report to the Community

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