

2021

# Annual Report to the Community



# Caring for Our Community



With the partnership of our community, fiscal year (FY) 2021 (July 1, 2020–June 30, 2021) was a year of achievement and hope. This report presents just some of the great work accomplished, lives saved or made better, programs and services provided, and compassionate care delivered. Our generous community has been there every step of the way with encouragement, words of gratitude and donations large and small. Your support has been indispensable.

## **Project FutureCare**

After five years of planning, designing and building, Overlake's new, five-story, 240,000 square-foot tower opened its doors in February 2021. Our patients, families, staff, physicians and many community members provided inspiration and guidance for the vision and design of the building. From the graceful curves of the lobby to the spacious private rooms, comfortable family gathering areas and curated art collection, the building feels welcoming for patients and visitors. The new facility not only looks good, it helps create the best possible experience for patients and enables our hardworking caregivers to provide the compassionate care they are known for in a more efficient and healing environment.

## **COVID-19 Response**

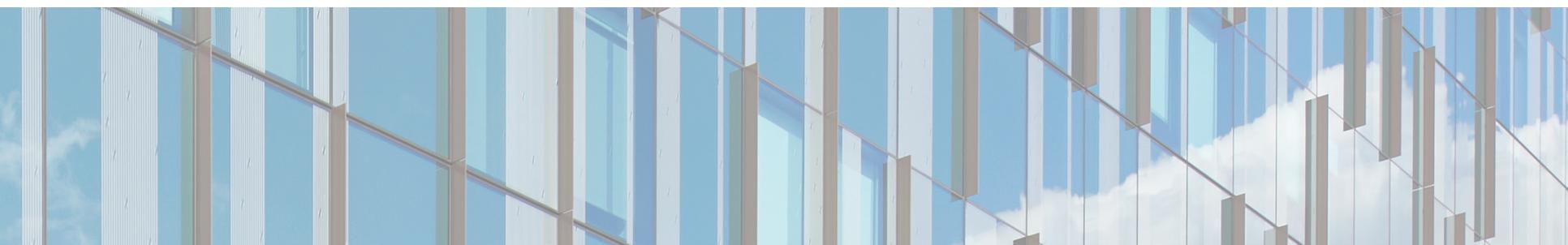
From the earliest days of the pandemic, Overlake caregivers have stood on the frontlines. From caring for patients to testing for the virus and working with our partner organizations to vaccinate the community, Overlake is playing a critical role in the region's response. See Page 3 to learn more.

## **World-Class Care**

As medical science rapidly advances, Overlake providers remain on the leading edge of innovative treatments and technologies. In FY 2021, we extended our capabilities and expanded our partnerships. Our Level III neonatal intensive care unit (NICU) is now certified to care for babies starting at 24 weeks. We have continued to expand our ability to perform minimally invasive surgical procedures and have become regional leaders in the transition from invasive diagnostic procedures to non- or less-invasive image-based diagnostics, such as MRIs, MRAs, ultrasound, CT Scans, X-rays or scopes. At the same time, Overlake's quality and safety record is one of the best in the state.

## **Shoulder to Shoulder**

Overlake has cared for the Eastside and beyond for over 60 years. Our generous community was instrumental in our founding, has supported our work at every juncture, and continues to be a critically important partner. Your support in FY 2021 has touched every caregiver and helped bring every program, service and innovation forward. Thank you.



# Saving Lives One Needle Stick at a Time

“

*We've spent so much time battling and being beat by COVID-19. But every shot given through the vaccine clinic was part of an offensive strategy...*

GORDON OAKES



In February 2021, Overlake joined the King County Vaccination Partnership-Redmond in an effort to get as many community members vaccinated against COVID-19. The partnership is a unique collaboration between Overlake, Microsoft, Starbucks and EvergreenHealth, to create a vaccination clinic on the Microsoft campus. To date, that clinic has given 160,000 shots.

“We tried to design something with maximum throughput, maximum safety and minimum barriers,” says Gordon Oakes, who as director of clinical support services led the herculean effort for Overlake. The endeavor started in December 2020 and continues today.

Because the pandemic disproportionately impacted minority and underrepresented communities, the site focused on equitable distribution of the vaccine and even led to pop-up clinics that went into the community, where underserved populations live and work.

“We've spent so much time battling and being beat by COVID-19. But every shot given through the vaccine clinic was part of an offensive strategy, a path to winning the COVID-19 war,” explains Oakes.

Tyler Kuhk, MN, ARNP, with Overlake Clinics Pulmonary Medicine, thanked the scientists whose research led to the breakthrough COVID-19 vaccines. “COVID-19 has affected us all in so many ways and I am proud to be part of the solution to help end this pandemic,” he says.

## Overlake heroes demonstrate superpowers in historic times



Our Overlake heroes have served our community with their enduring efforts to fight COVID-19, continuing to demonstrate courage and compassion in these unprecedented times.

From Feb. 29, 2020, when our lives changed with Overlake's first patient diagnosed with COVID-19, we have treated more than 2,600 COVID-19 patients, including 331 inpatients. For our sickest patients in the ICU on ventilators, our mortality rate is two-thirds less than the national average. We were an early adopter of the anti-viral drug Remdesivir, which may improve survival rates, and our efforts to carefully place patients on their stomachs using the proning technique helped save lives.

“During the pandemic, our teams have been learning and adapting daily...They are a testament to resilience,” says Overlake President and CEO J. Michael Marsh.

We quickly launched many initiatives to meet our community's needs. Among these:

- COVID-19 testing clinics.
- A molecular laboratory and new polymerase chain reaction (PCR) testing.
- An onsite vaccine clinic.
- Virtual care visits and virtual community classes.

Without our Overlake heroes, we would not have been able to accomplish so much in the battle against COVID-19!

# Overlake News & Awards

## Recognitions

Overlake is consistently rated one of the top healthcare providers locally and nationally. We're fueled by the world-class work of our staff. This is just a taste of the accolades the medical center and our staff received over the past year.



Named the Best Hospital by 425 Magazine for the second year in a row.



Awarded an 'A' hospital safety grade in fall 2020 from The Leapfrog Group, an independent national watchdog organization committed to healthcare quality and safety.



Healthgrades, the leading resource that connects consumers, physicians and health systems, has named Overlake among the top hospitals in the nation in the following areas:

- 2021 Patient Safety Excellence Award for the third year in a row. Top 5% for patient safety among all short-term acute care hospitals in the nation.
- Top 10% in the nation for vascular surgery in 2021 and recipient of the Vascular Surgery Excellence Award.
- Top 5% of hospitals in the nation for Gynecologic Surgery excellence (2018–2020)



Jasen Luna, RN, and the entire Emergency Department win Overlake's 2021 The DAISY Award For Extraordinary Nurses.

Luna was recognized for providing highly attentive, compassionate care. The Emergency Department provided highly responsive emergency care to a child who was suffering a rare stroke. The team recognized the condition and worked quickly to give the child the very best care possible.

## Teaming Up for Success

The past year was especially busy as Overlake joined other local healthcare providers to create strategic partnerships and expand our services into the community. Here are a few of the highlights.

### Overlake and SCCA launch joint cancer treatment program

Seattle Cancer Care Alliance's world-class cancer program, combined with the outstanding cancer care environment at Overlake, provide patients on the Eastside with the most advanced cancer care treatments provided by highly skilled specialists.

### Overlake and Snoqualmie Valley Hospital expand access to emergency care services

The partnership brings Overlake's board-certified emergency physicians, management services and electronic records to Snoqualmie Valley Hospital's emergency department.

### Overlake acquires Washington Urology Associates

The acquisition of Washington Urology Associates allows Overlake to expand the scope of services we offer and advances our goal of providing integrated and comprehensive urology care to our community.

### Overlake opens first breast milk distribution site in Washington state

In partnership with Northwest Mothers Milk Bank, Overlake opened Washington state's first breast milk distribution site where mothers can purchase prescribed milk after they are discharged and go home. Mothers—regardless of whether they are Overlake patients—can also donate and drop off milk at Overlake, meaning the donor milk comes from and is given to local moms.



# Overlake by the Numbers

Fiscal Year 2021



**3,500** Babies Born



**12,000** Surgeries Performed



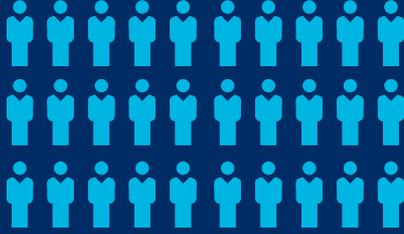
**15,300** Inpatient Admissions



**42,000** Emergency Department Visits

**151,000**

Unique Patients



**516,000**

Outpatient Visits



**2,600** COVID-19 Patients Cared For



**120,000** COVID-19 Vaccine Doses Provided

\$

**4,618**

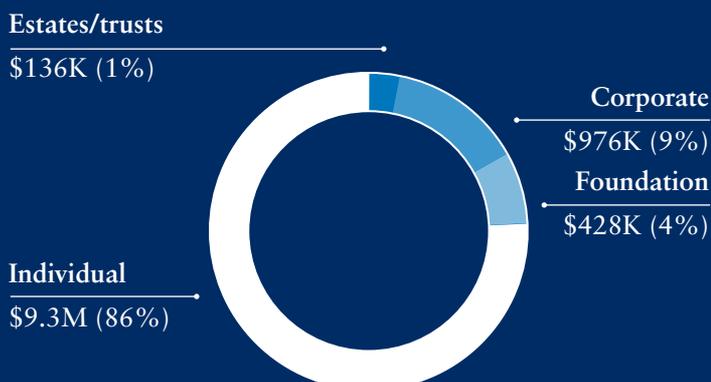
Number of Patients Who Received Financial Assistance

Financial Assistance Provided to Patients

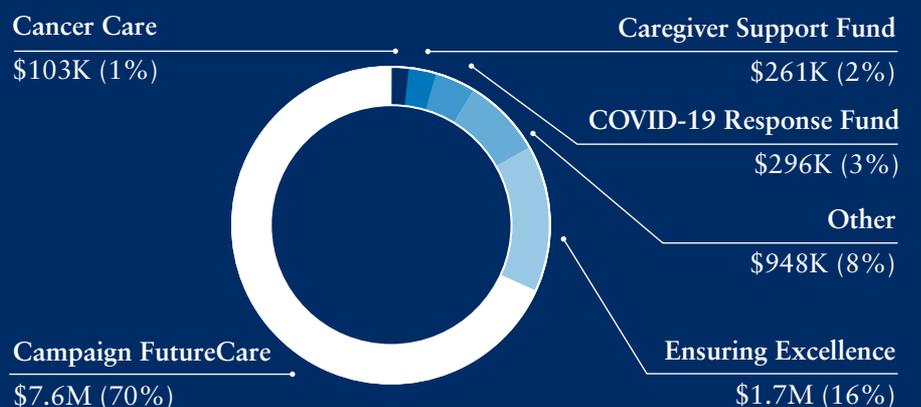
**\$12,500,000**

**\$10,883,273**

## Contributions from the Community



## What You Supported





## *Thank you to our donors.*

### **A Gift That Keeps on Giving**

Many donors increase and extend their impact through endowment giving. Overlake has 20 separate funds with a combined value of \$15.7 million. Endowment funds are carefully invested to grow over time. A portion of the investment earnings are disbursed each year to help fund hospital programs and services. In FY 2021, endowments provided over \$700,000. The money was distributed according to the wishes of the donors who established the endowments.

Distributions from endowments are a critical source of funds for expenses throughout the year. For example, each year endowment funds are used to provide advanced training for nurses, ensuring that our caregivers are always able to provide the best possible care. Another endowment provides funds to support the social work team in the Overlake Cancer Center.

Endowments provide funds for charity care, surgical services, Critical Care Unit services, senior care and other areas. Other endowments are unrestricted, meaning the funds can be applied wherever they are needed most. Establishing a new endowment fund requires a minimum contribution of \$100,000. The Trailblazers Fund for Medical Excellence, established by a group of donors to provide unrestricted funding, is open for additional contributions of any size. Thank you to the forward-thinking donors who have made the gifts that keep on giving, year after year.

### **Care for the Caregivers**

It has been a challenging year, to say the least, and Overlake caregivers have been there for the community through every stage of the pandemic. Non-stop hard and stressful work takes a toll, and Overlake staff members have struggled with the same challenges (school closures, ill family members and others) that have impacted everyone. Donors stepped up to help care for our caregivers, and we are so grateful.

Donors helped establish an employee relief fund, which provided small grants for Overlake staff struggling with the financial impact of the pandemic. To help with rent, childcare and other costs, \$261,008 was distributed to 263 employees. A Caregiver Support Fund was also established to provide items and services that help caregivers and make them feel appreciated. A donor-supported, organization-wide subscription to the Calm app, a service that offers guided meditations, sleep stories, soundscapes and more, has been enthusiastically received.

“I love the Calm app,” says nurse manager Pamela Bouchez. “I play the sleep stories for my girls, and I use the short guided meditations in my office to calm down on stressful days. Thank you, donors, for supporting caregivers!”

# Overlake Medical Center extends our deepest gratitude to the individuals, corporations and foundations that generously supported our mission in fiscal year 2021.

## Thank you.

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*Endowments at Overlake help ensure world-class healthcare services for our Eastside community in the years ahead.*

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Martha Lee  
Linda Mahaffey  
J. Michael Marsh, President and CEO  
Uma Raghavan  
Dilip Wagle  
Lisa Wissner-Slivka

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Rachele Bouchand  
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Dr. Tara Reimers  
Michael Ridgeway  
Molly Stearns, Chief Development Officer  
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Tyler Tonkin

## Overlake Auxiliaries Board

*After more than 60 years of critical work on behalf of the hospital and the community, the Overlake Auxiliaries have closed their doors. Their contributions will be remembered with gratitude.*

Lani Mobius  
Mary Mott  
Patti Murphy

## Physician Partners Advisory Council

Dr. Thomas M. Amidon  
Dr. Ronnier J. Aviles  
Dr. Robert S. Binford  
Dr. Elaine A. Chong  
Dr. William B. Crenshaw  
Robin Escher, Manager, Medical Staff Services  
Dr. Lawrence J. Greenblatt  
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Dr. Kelan R. Koenig  
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Dr. John R. Nelson  
Dr. Tara Reimers  
Dr. Derek M. Rodrigues  
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Dr. Ian White  
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Dan Kwon  
James K. McBain  
Mark C. McBride  
Rachel L. Merrill  
Suzy W. Myers  
John F. Sherwood  
Randy Siegel  
Laura M. Zeman  
Chun Mei "Ida" Zhu

*\*Deceased*

thank you

## Overlake in the Community

As a nonprofit hospital, Overlake prides itself in the many ways it gives back to the community through partnerships with community-based organizations, events and speakers, and by offering general health education, including weight loss, diabetes and childbirth education classes. Like so many other organizations, Overlake transformed its in-person events and outreach to a completely virtual model over the last year. Yet despite this new way of doing things, we are extremely proud to say that we touched the lives of more community members, many for the first time, through our virtual outreach and events.

In support of our nonprofit status we offered 981 classes and served 10,243 attendees during fiscal year 2021. Focusing on the pain points our community faces is a top priority. Our community engagement initiatives are driven by our 2021 Community Health Needs Assessment, which you can read at [overlakehospital.org/chna](https://overlakehospital.org/chna). Areas of focus include:

- COVID-19 – not only addressed with in-hospital treatments but with a large-scale vaccine clinic on the Microsoft campus and pop-up clinics in underserved communities.
- Access to health care.
  - Charity Care: Provided \$12.5 million in financial assistance to 4,618 patients.
  - Hosted flu vaccine clinics and health fairs to underserved community members.
- Behavioral and mental health partnerships with National Alliance on Mental Illness (NAMI), Youth Eastside Services, and mental health first aid training for local schools, in addition to care provided by Overlake’s Mental & Behavioral health services.
- Preventive outreach through sponsorship and collaboration with other health organizations.
  - Including diabetes and cardiovascular wellness programs.
- Housing and homelessness support, including sponsoring and working with local shelters to ensure appropriate discharge practices for unsheltered patients.
- Cancer screening, education and program support with Stand Up For The Cure, Cancer Lifeline, and partnership with Seattle Cancer Care Alliance.
- Supporting human service organizations throughout the Eastside.

## Meet Volunteer of the Year Kate Greenquist

Being stuck at home during the COVID-19 lockdown didn’t stop Overlake volunteer Kate Greenquist from contributing many hours each month to her hospital duties. The former social work manager, who says she loves working in hospitals, remained incredibly engaged as a volunteer, even when doing it virtually.

Kate contributes valuable insights on several important patient experience improvement projects by volunteering as an adviser on the Patient and Family Advisory Council (PFAC) and its recruitment and retention sub-committee, consulting with groups and individuals on advanced care planning, and contributing as a member of the Critical Care Congress’ Patient Experience Committee, the Ethics Committee and Quality Improvement committee.

A volunteer since 2013 who is this year’s Volunteer of the Year, Kate returned to her in-person duties at the main information desk in March 2021, adding to the more than 1,600 service hours she has contributed to Overlake so far.

“

*It’s very fulfilling...I just got so much back from the hospital, especially during the pandemic.*

**KATE GREENQUIST**

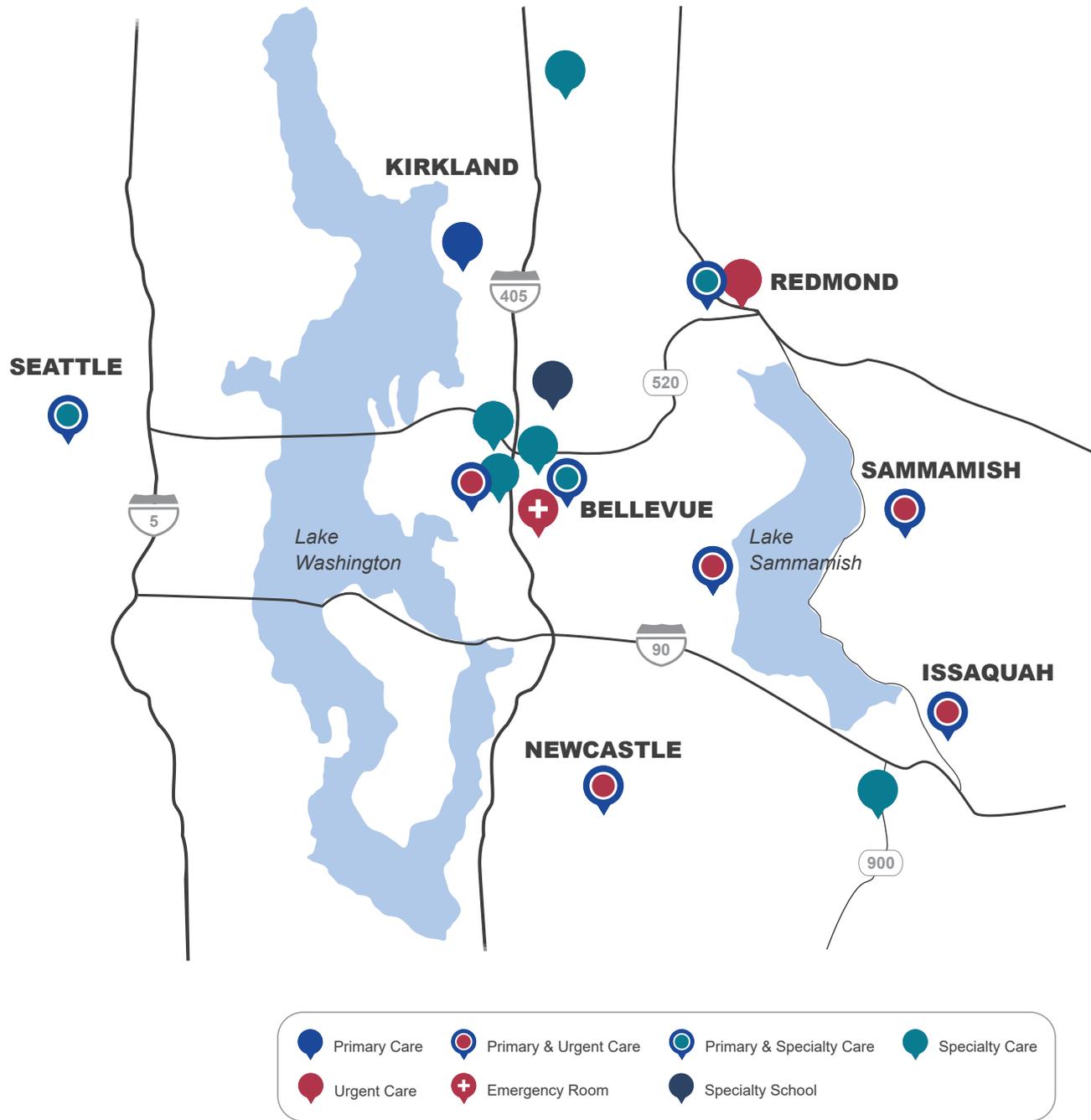
“It’s very fulfilling,” Kate says of her volunteer work. “It started out very selfishly, with me trying to find good doctors, but I just got so much back from the hospital, especially during the pandemic.”

That includes staying connected to the hospital and other volunteers through virtual meetings and keeping her brain engaged as she studied and researched the topics she addressed in her committee work.

“Her thoughtful, inquisitive and tenacious nature is a winning combination for a highly involved volunteer,” says Tamara Kam, Overlake’s director of patient experience and volunteers. “Her input has had an exceptional impact on the care we provide.”



# Primary, Urgent & Specialty Care Locations



## PRIMARY CARE

### Bellevue – Downtown

400 108th Ave NE  
P: 425.635.6350  
Monday–Friday: 7 a.m.–6 p.m.

### Bellevue – Internal Medicine Associates

Washington Park Complex  
1407 116th Ave NE, Suite 200  
P: 425.990.5222  
Monday–Friday: 8 a.m.–5 p.m.

### Bellevue – Lake Hills

Lake Hills Village  
619 156th Ave SE  
P: 425.637.3270  
Monday–Friday: 7 a.m.–5 p.m.

### Bellevue – Overlake Medical Pavilion

1231 116th Ave NE, Suite 400  
Phone: 425.289.3100  
Monday–Friday: 7:30 a.m.–6 p.m.  
Saturday: 8:30 a.m.–12:30 p.m.

### Issaquah

Overlake Center  
5708 E Lake Sammamish Pkwy SE,  
Suite 102  
P: 425.688.5488  
Monday–Thursday: 7 a.m.–6 p.m.  
Friday: 7 a.m.–5 p.m.  
Saturday: 9 a.m.–1 p.m.

### Kirkland

290 Central Way  
P: 425.635.6470 | F: 425.635.6499  
Monday–Friday: 7 a.m.–5 p.m.

### Newcastle

Newcastle Commons  
13159 Newcastle Commons Dr  
P: 425.635.3010  
Monday–Friday: 7 a.m.–5 p.m.

### Redmond

Redmond Town Center  
7345 164th Ave NE, Suite I-105  
P: 425.635.6430  
Monday–Friday: 7 a.m.–5 p.m.

### Sammamish

Sammamish Village  
22630 SE 4th St, Suite 300  
P: 425.635.3070  
Monday–Friday: 7 a.m.–5 p.m.

### Senior Health Clinic

Hidden Valley Office Park  
1750 112th Ave NE, Suite A-101  
P: 425.688.5234  
Monday–Thursday: 8 a.m.–4:45 p.m.  
Friday: 8 a.m.–4:30 p.m.

### Concierge Care

Overlake Medical Pavilion  
1135 116th Ave NE, Suite 550  
P: 425.635.6910  
Monday–Friday: 7:30 a.m.–4 p.m.

### Expedia Group

*This clinic is for Expedia employees only*  
1111 Expedia Group Way W, Seattle  
P: 206.712.7130  
Monday–Wednesday: 7 a.m.–6 p.m.  
Thursday: 7 a.m.–7 p.m.  
Friday: 7 a.m.–5 p.m.

## URGENT CARE

### Bellevue – Downtown

400 108th Ave NE  
P: 425.635.6550  
Monday–Saturday: 7 a.m.–10 p.m.

### Bellevue – Lake Hills

*Lake Hills Village*  
619 156th Ave SE  
P: 425.637.3280  
Monday–Saturday: Noon–10 p.m.

### Issaquah

*Overlake Center*  
5708 E Lake Sammamish Pkwy SE  
Suite 102  
P: 425.688.5777  
Every Day: 7 a.m.–11 p.m.

### Newcastle

*Newcastle Commons*  
13159 Newcastle Commons Dr  
P: 425.635.3020  
Monday–Friday: 10 a.m.–10 p.m.  
Saturday: Noon–10 p.m.

### Redmond

*Creekside Crossing*  
17209 Redmond Way  
P: 425.635.6400  
Every Day: 7 a.m.–11 p.m.

### Sammamish

*Sammamish Village*  
22630 SE 4th St, Suite 300  
P: 425.635.3080  
Monday–Saturday: Noon–10 p.m.

## EMERGENCY ROOM

### Bellevue

*Overlake Medical Center*  
1035 116th Ave NE  
P: 425.688.5100  
Always Open

*If you are experiencing a very serious or life-threatening emergency, call 9-1-1 immediately.*

## SPECIALTY CARE

### Anticoagulation

*Bellevue – Hidden Valley Office Park*  
1750 112th Ave NE, Suite A-101  
P: 425.688.5846  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.688.5787  
Monday–Friday: 8 a.m.–5 p.m.

### Cancer Center

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 200  
P: 425.635.3400  
Monday–Friday: 8 a.m.–5 p.m.

### Cardiology

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 600  
P: 425.454.2656  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.391.8626  
Monday–Friday: 8:30 a.m.–5 p.m.

### Cardiothoracic Surgery

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 605  
P: 425.454.8161  
Monday–Friday: 8:30 a.m.–4:30 p.m.

### Colon & Rectal

*Bellevue – Building 5*  
1231 116th Ave NE, Suite 555  
P: 425.646.7400  
Monday–Friday: 8:30 a.m.–4:30 p.m.

### Diabetes Education

*Bellevue – Hidden Valley Office Park*  
1750 112th Ave NE, Suite A-101  
P: 425.688.5846  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.688.5787  
Monday–Friday: 8 a.m.–5 p.m.

### Endocrinology

*Bellevue – Overlake Medical Pavilion*  
1231 116th Ave NE, Suite 400  
P: 425.289.3100  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.289.3100  
Monday: 8:30 a.m.–3:30 p.m.  
Friday: 8:30 a.m.–5 p.m.

### Infectious Disease

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 140  
P: 425.455.8248  
Monday–Friday: 9 a.m.–5 p.m.

### Metabolic & Bariatrics

*Bellevue – Overlake Medical Pavilion*  
1231 116th Ave NE, Suite 555  
P: 425.467.3957  
Monday–Friday: 8 a.m.–5 p.m.

### Musculoskeletal Medicine

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 111  
P: 425.394.1200  
Monday–Thursday: 7 a.m.–6 p.m.  
Friday: 7 a.m.–2 p.m.

### Neuroscience Institute

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 500  
P: 425.635.6560  
Monday–Friday: 8 a.m.–5 p.m.

### Nutrition Services

*Bellevue – Hidden Valley Office Park*  
1750 112th Ave NE, Suite A-101  
P: 425.688.5846  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.688.5787  
Monday–Friday: 8 a.m.–5 p.m.

### Pelvic Health

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 420  
P: 425.635.3450  
Monday–Friday: 8 a.m.–5 p.m.

### Psychiatry

*Bellevue – Hidden Valley Office Park*  
1750 112th Ave NE, Suite B-102  
P: 425.688.5460  
Monday–Friday: 7:30 a.m.–4:30 p.m.

### Pulmonary Medicine

*Bellevue – Overlake Medical Pavilion*  
1231 116th Ave NE, Suite 400  
P: 425.454.2671  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.391.8626  
Friday: 1:30 p.m.–4:30 p.m.

*Redmond – Redmond Town Center*  
7345 164th Ave NE, Suite I-105  
P: 425.635.6430  
Thursday: 1:30 p.m.–5 p.m.

### Rehabilitation Services

*Bellevue – Washington Park Complex*  
1417 116th Ave NE, Suite 110  
P: 425.688.5900  
Monday–Friday: 7 a.m.–6 p.m.

### Sleep Medicine

*Bellevue – One Bellevue*  
1100 112th Ave NE, Suite 320  
P: 425.289.3000  
Monday–Friday: 8:30 a.m.–5 p.m.

### Urology

*Bellevue – Building 3*  
1135 116th Ave NE, Suite 620  
P: 425.454.8016  
Monday–Friday: 8 a.m.–5 p.m.

*Issaquah – Highmark Medical Center*  
1740 NW Maple St, Suite 207  
P: 425.454.8016  
Tuesday–Thursday: 8 a.m.–5 p.m.

### Kirkland

13126 120th Ave NE  
P: 425.569.7250  
Monday–Friday: 8:30 a.m.–4:30 p.m.

To learn more, visit [overlakehospital.org/locations](https://overlakehospital.org/locations).

# Stay on Schedule with Cancer Screenings

**Early detection saves lives.** Here are screening recommendations for certain cancers based on many national medical societies' guidelines. We recommend that you discuss with your healthcare provider which cancer screenings you should have and how often, as your medical history, family health history and other risk factors play a role.

For more information and to schedule screenings, talk to your primary care provider.

Don't have a primary care provider? Visit [overlakehospital.org/primarycare](https://overlakehospital.org/primarycare).

## BREAST

**Mammogram:** Every year, beginning at age 40. If you have a family history of breast cancer, please consult with your provider as additional screening may be recommended. To schedule your mammogram, call 425.688.5985 or visit [overlakehospital.org/mammo](https://overlakehospital.org/mammo).

## CERVICAL

**Pap with HPV co-testing:** Every five years (if both tests are normal) starting at age 25 and continuing until age 65 in women meeting criteria for low risk. If only pap testing is available, test every three years. In some instances, HPV screening beyond age 65 is indicated; consult with your provider.

## COLORECTAL

**One of these tests will be done beginning at age 45:** Guaiac-based fecal occult blood test (gFOBT) every year, fecal immunochemical test (FIT) every year, stool DNA test every three years, flexible sigmoidoscopy every five years, virtual colonoscopy every five years, or colonoscopy every 10 years.

## PROSTATE

**Prostate-specific antigen (PSA) blood test:** Begin at 50 if you have average risk. Begin at 45 if you have a higher than average risk. Begin at 40 if you have more than one close relative who was diagnosed with prostate cancer before age 65. Talk to your provider about the pros and cons of testing.



Stay on top  
of your health.

**GET YOUR  
MAMMOGRAM.**

When it's time for your annual mammogram, or if you missed one due to the pandemic, turn to the Overlake Breast Health Center, offering the highest level of safety, comfort, clarity and convenience.

Schedule today at:  
[overlakehospital.org/  
get-your-mammogram](https://overlakehospital.org/get-your-mammogram)  
or 425.688.5985.

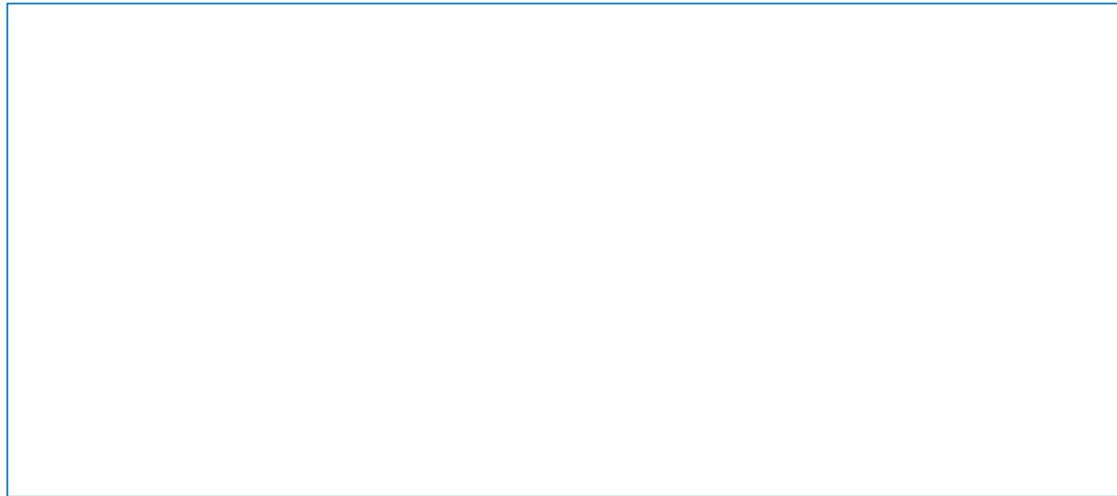
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# OVERLAKE MEDICAL CENTER

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## PRIMARY CARE CLINICS

**Bellevue – Downtown:** 425.635.6350

**Bellevue – Internal Medicine Associates:** 425.990.5222

**Bellevue – Lake Hills:** 425.637.3270

**Bellevue – Overlake Medical Pavilion:** 425.289.3100

**Issaquah:** 425.688.5488

**Kirkland:** 425.635.6470

**Newcastle:** 425.635.3010

**Redmond:** 425.635.6430

**Sammamish:** 425.635.3070

**Senior Health:** 425.688.5234

**Concierge Care:** 425.635.6910

**Expedia Group:** 206.712.7130

This clinic is for Expedia employees only

## URGENT CARE CLINICS

[Get in line for urgent care online at overlakehospital.org/urgentcare](http://overlakehospital.org/urgentcare)

**Bellevue – Downtown:** 425.635.6550

**Bellevue – Lake Hills:** 425.637.3280

**Issaquah:** 425.688.5777

**Newcastle:** 425.635.3020

**Redmond:** 425.635.6400

**Sammamish:** 425.635.3080

## EMERGENCY ROOM

[Entrance to the Overlake Emergency Room is now located off NE 10th St](#)

If you are experiencing a very serious or life-threatening emergency, dial 9-1-1 immediately

**Bellevue – Overlake Medical Center**

Overlake Medical Center & Clinics is a nonprofit regional healthcare system based in Bellevue serving the Eastside community since 1960. The health system includes a 349-bed hospital and a growing network of primary, urgent and specialty care clinics located throughout the region. Overlake is recognized locally and nationally for quality and safety, including recurring Leapfrog A ratings and Healthgrades' Patient Safety Excellent Award from 2019–2021. Overlake offers comprehensive advanced services including a dedicated Cancer Center, Level III Trauma Center, Childbirth Center and Level III NICU, cardiac, neurosciences, orthopedic and mental health services. As part of our commitment to deliver high-quality care and an exceptional patient experience for our Eastside community, we collaborate with EvergreenHealth in cardiac services, neurosciences and quality, and with Seattle Cancer Care Alliance for cancer services. Employing more than 3,000 people, Overlake is dedicated to its mission of **compassionate care for every life we touch**. Overlake provided nearly \$48 million in charity care over the last three years and is committed to providing exceptional patient care and services. For more information, visit [overlakehospital.org](http://overlakehospital.org).

The information in this publication is not intended for the purpose of diagnosing or prescribing. If you have concerns about your health, please contact your healthcare provider.

If you would prefer not to receive communications from our organization, please email [healthyoutlook@overlakehospital.org](mailto:healthyoutlook@overlakehospital.org) or call 425.467.3548.

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