

## TGBa Helps Overlake Bring Care Convenience to Redmond Retail Areas

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Overlake Hospital Medical Center's newest clinics promote the trend of locating healthcare within

the convenience of a retail environment. The Primary Care Clinic at Redmond Town Center will provide adult internal medicine supported by an on-site lab. The Urgent Care Clinic at Overlake Medical Clinics

Redmond, in the Creekside Crossing Shopping Center, provides a lower cost alternative to an emergency room for non-life threatening injuries and includes outpatient imaging with CT, Ultrasound and X-ray im-



*Reception Area of Primary Care Clinic at Redmond Town Center*

mediately adjacent for convenience.

Taylor, Gregory, Broadway Architects (TGBa) has partnered with the Eastside healthcare organization several times over the years, most recently on three retail-area clinics. They see the location choice as a growing trend. “Over the past year, we’ve built-out five projects in a retail setting for two different healthcare clients,” stated Kent Gregory, TGBa Principal. “Care needs to be accessible and convenient to the healthcare consumer, and organizations like Overlake are acting on that knowledge.”

Not yet mainstream, the retail-based care setting brings challenges, as many landlords and city regulating bodies are unfamiliar with the concept. As Gregory explained, “Jurisdictional design guidelines are not yet current with this new model of professional and medical services. What’s been generally acceptable for retail doesn’t reflect what’s happening in the marketplace today, particularly in healthcare.”

Overlake’s Kelly Piger, director of Overlake Medical Clinics Development, reiterated that point and added, “Having opened several clinics in retail settings, our team tries to anticipate issues in advance and work closely with landlords and other approval bodies.” Additional hurdles for permitting and approvals can increase clinic opening timelines and increase costs. Some of the requirements include adherence with the visual look and feel typical of retail establishments, which means creative design that satisfies codes yet preserves the privacy inherent in healthcare environs.

TGBa’s Melissa Kelii, an IIDA in-

terior designer, and Jennifer Seibert added that for the Urgent Care Clinic project, Department of Health licensing called for original drawings of the space (previously a Blockbuster video store) to assure the structure itself was compliant with DOH regulations. Both recommend that healthcare clients consider a jurisdictional research and feasibility study before diving into the retail-based environment. Another set of retail requirements came with the Primary Care Clinic build-out in Redmond Town Center, happening neck-and-neck with the UCC build-out.

To address the privacy issue yet comply with both retail center requirements, the TGBa team used strategically placed design elements, such as frosted glass, in the areas viewable from the street. When entering the clinics, patients see high quality wall coverings, banked soffits, and at the Urgent Care Clinic, custom glass blown textures and inset tiles. The two Redmond-based clinics share commonalities with their six sister Eastside Overlake clinics. “Beginning with the Issaquah Urgent Care and Primary Care Clinics, we’ve used the strong curved soffit as a distinct architectural element in Overlake clinics,” Kelii shared. “It became a favorite feature of Overlake’s marketing department early on, to the point they incorporated it into the Overlake outpatient clinic branding.”

The meandering, organic shape draws the eye through and around the two Redmond clinics. Whether walking or driving, people inevitably notice the strong curvature, which accentuates the flow created within the clinic space. Once inside, continuity in colors – tranquil

greens and warm earth tones – project a calming environment, while splashes of orange and gold in fixtures and accent decor add cheerful color. Art by Henry Domke, a retired physician who creates nature pieces for healthcare organizations, decks the walls.

Because of the longtime relationship between TGBa and Overlake, the design process was down to a science. “They help us create the best product at moderate costs, and are proactive in helping us resolve issues that could turn into delays or increase costs,” said Piger. The Center pulled together a workgroup of leaders, physicians and clinical staff to work with TGBa through multiple design sessions around patient and staff workflow. Lean processes helped evaluate creative design solutions.

The results reflect the team’s focus, with a progressive layer of spaces. As Gregory described, “Each is a little different. Patients enter a welcoming, pleasant space, then move to the carefully planned (onstage) clinical care area that isn’t cluttered with a lot of equipment. The offstage area gives medical care staff a designated work area that’s outside of the patient flow.” Iterative process has led TGBa to the onstage and offstage design model, which encourages the physicians to sit with their team and collaborate without worry of disruption.

Successful expansion requires a strong partner, and TGBa gets full marks. “TGBa takes the time to understand what our clinical staff needs as well as what patients need,” complimented Piger. “They lead the team to answers that are outside of our norm.”