



WELCOME PACKET

Welcome To **Healthcare Reimagined**

You've never experienced care like this before.

WELCOME TO VERA

A **Different Kind** of Healthcare

We've designed this care center for you.

You have extraordinary access because it's only available to you and other trust members. You'll have all the time you need with a provider and you won't be rushed out the door. Use the care center for screenings, chronic disease management, that nagging cough, or that annoying pain in your knee that you've been ignoring.



Did we mention that coming to the care center won't cost you anything?

And Vera Whole Health is a separate, HIPAA-compliant, private care provider and will keep your personal health information confidential.

The best way to get started is by scheduling an Annual Whole Health Evaluation starting January 20th. You'll receive a \$100 gift card when you complete it.

Call 206.337.6080 to schedule.

Why **Vera Care Centers** Are Different



We believe in empathy, safety, and time. You don't always get these from other medical practices, but they make for better health. Your Vera care team will listen to you, partner with you, and help you live your healthiest life.

Go ahead and put the team to the test — challenge them with all your questions, take your time, ask for more. We're here for you.

You'll make the most of your Vera experience when you establish care with a provider, work with them to develop a care plan, and partner with a health coach to achieve your goals.

You should be able to come to the care center for most of what you need. If you need care outside of the care center, we'll coordinate it and conduct any follow-ups.

Make an appointment today by calling 206.337.6080

**6700 Fort Dent Way, Suite 100
Tukwila, WA 98188**

Services



Preventive Care

Annual Whole Health Evaluation, immunizations, screenings, well women exams, family planning



Chronic Disease Management

For example, diabetes, hypertension, depression



Acute Care

Coughs/colds, wound care, sprains and strains, rashes, urinary tract infections, back pain



Bonus Support Services

Health coaching, onsite labs, provider-dispensed medications, specialty care coordination and advocacy



Virtual Care

Connect with your care team from anywhere for a wellness visit, health coaching, health check-in, and more



Complete your three-part Annual Whole Health Evaluation to earn a \$100 gift card!

WELCOME TO VERA

Your New **Care Center**

Your health is our only focus. That's why we've designed the entire care center experience with you at the center. Now it's your turn. Jump in and invest in your health. It will be worth it.



Download our app, visit our website and give us a call to schedule a visit



Head straight to the exam room, no waiting



Come in as much as you need, at no cost



Use our website to find important forms, make appointments, and prepare for your visit



Spend meaningful time with your provider



Get rewarded for completing your Annual Whole Health Evaluation



Work with a health coach to achieve your goals



Get 90% of your care at the care center, we'll help coordinate the rest

"I'm so grateful to have Vera, it's so easy and makes me want to be healthier.

I hope I never go back to the 'old way' of doctors' offices where you wait indefinitely just to find a provider who is too busy or unmotivated to talk to you on a human level. Vera is doing everything I want a healthcare provider to do and much, much more."

-VERA PATIENT

Frequently Asked Questions

Who is eligible for services?

All Seattle Area Plumbing & Pipefitting Industry Health Plan PPO participants, and their covered dependents, who are not Medicare Prime. Vera Whole Health is not an approved Kaiser provider, and Kaiser participants are not eligible.

What if I already have a primary care physician?

No problem — the Vera medical team will be there for you no matter who you see outside the care center. If you want to keep your primary care physician, consider Vera an extension of your care team. It's even a great idea to put the Vera medical team in touch with your physician so they can give you the exact care you need when you need it. Your health always benefits when everybody communicates.

Is the Fort Dent location the only Vera Care Center I can visit?

No, you have full access to all of Vera's network care centers across the Seattle region. Please visit <https://patients.verawholehealth.com> to find out which care center location is most convenient for you.

How does my Seattle Area Health Plan work with Vera's services?

Vera complements your existing coverage and provides a convenient and cost-effective care option. All services are paid for by the Trust and are free of charge to you, including biometric screenings, health coaching, and annual physicals.



WELCOME TO VERA



What Is the **Annual Whole Health Evaluation?** Why Does It Matter?

The Annual Whole Health Evaluation is where everything starts. During the evaluation, your care team will get to know you, uncover any health issues, hear about your motivations, and develop a care plan to help you live healthier. This will be the foundation of your ongoing relationship.

It includes three things:



Biometric Screening:

Some quick measurements and a blood draw (finger stick) to get your numbers.



Provider Wellness

Exam: Meet with a Vera provider for health history and any current health issues.



Coaching Connection:

Meet with a Vera coach to learn what health coaching is and how it can really help you.

Call 206.337.6080 to set up your Annual Evaluation.

WELCOME TO VERA

Care You **Never** **Imagined** Was Possible



When you walk into the Vera care center, you should feel welcomed, encouraged, even inspired. If you've been meaning to get healthy, this is the perfect place to start. If you've been holding your own, this is a great place to get support for what you're already doing well.

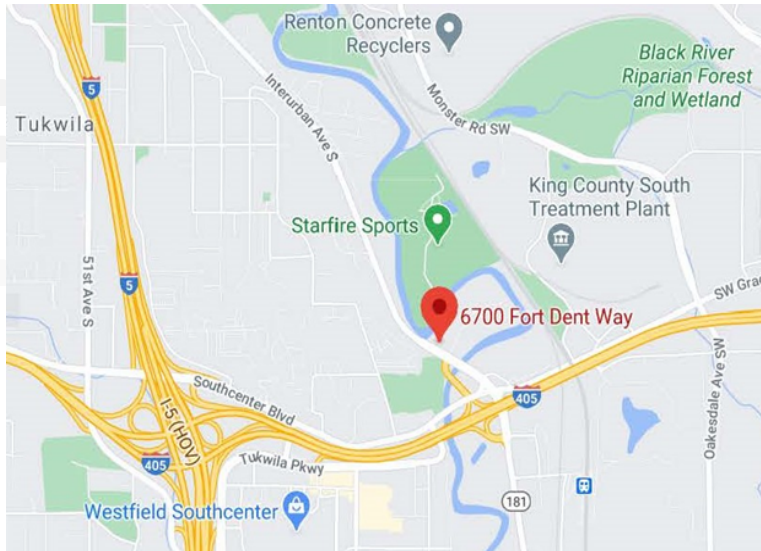
"In the daunting and complex world of healthcare, the ease Vera provides is enormous.

With three children, things come up all the time. The accessibility of Vera care centers by phone and geographically means we can deal with things as they come up — with less time and less stress."

- VERA PATIENT

WELCOME TO VERA

Make an Appointment



Contact us today to experience the Vera difference. You'll receive a \$100 gift card when you've completed your Annual Whole Health Evaluation:

Call **206.337.6080**

Visit **patients.verawholehealth.com**

Download our app for iOS or Android by searching for Vera Whole Health.

Address

Fort Dent Care Center

6700 Fort Dent Way, Suite 100
Tukwila, WA 98188

206.337.6080

fortdent@verawholehealth.com
patients.verawholehealth.com



Hours of operation

DAYS

Monday

Tuesday

Wednesday

Thursday

Friday

HOURS

8:00 am - 6:00 pm

8:00 am - 6:00 pm

8:00 am - 6:00 pm

8:00 am - 6:00 pm

8:00 am - 6:00 pm

Calling the care center after hours will put you in touch with our after hours nurse line.

"The whole Vera experience almost seemed too good to be true, it is the way healthcare SHOULD be but never is ...

I will be back, it was a great experience. And to be able to come on my lunch break was priceless!"

- VERA PATIENT