



WELCOME PACKET

# Welcome To **Healthcare Reimagined**

You've never experienced care like this before.

# 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 your coworkers. 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 your personal health information is private and secure, it's not shared with your employer.

The best way to get started is by scheduling an Annual Whole Health Evaluation. You'll have the opportunity to receive an incentive through the Hidalgo County Wellness Program when you've completed your Annual Whole Health Evaluation and your Aetna Health Risk Assessment.

**Call (956) 287-3099 to schedule yours today.**





# 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 clinic, we'll coordinate it and conduct any follow-ups.

**Make an appointment today by calling (956) 287-3099.**

**4302 South Sugar Road, Suite 105  
Monday-Friday 7:30am-5:30pm**

## 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; on-site labs; specialty care coordination and advocacy



## Incentive

Complete your three-part Annual Whole Health Evaluation and your Aetna Health Risk Assessment for the opportunity to receive an incentive through the Hidalgo County Wellness Program.

# 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 or 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 site to find important forms 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 clinic, we'll help coordinate the rest

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“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.”

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**- VERA PATIENT**

# Frequently Asked Questions

## **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.

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## **Is the care center only available to employees on the County's health plan?**

Yes, the new care center is only available to Hidalgo County employees and their dependents, ages 3 and older, that are covered under the County's Aetna Health Plan.

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## **How does my medical insurance work with Vera's services?**

Vera complements your existing coverage and provides a convenient and cost-effective care option. All services are free, including biometric screenings, health coaching, and annual physicals.

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## **Will my personal health information be secure?**

Yes, Vera Whole Health will function as any other private care provider and will keep your health information confidential. The County will not have access to your health information.





# 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 (956) 287-3099 to set up your Annual Evaluation.**



# 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.



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“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 clinics by phone and geographically means we can deal with things as they come up — with less time, and less stress.”

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—VERA PATIENT

# Make An **Appointment**



## Address

### Edinburg Care Center

4302 South Sugar Road, Suite 105  
(956) 287-3099

[edinburg@verawholehealth.com](mailto:edinburg@verawholehealth.com)

[patients.verawholehealth.com](http://patients.verawholehealth.com)

## Hours of operation

### DAYS

Monday

Tuesday

Wednesday

Thursday

Friday

### HOURS

7:30 am - 5:30 pm

7:30 am - 5:30 pm

7:30 am - 5:30 pm

7:30 am - 5:30 pm

7:30 am - 5:30 pm

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

Contact us today to experience the Vera difference. You'll have the opportunity to receive an incentive through the Hidalgo County Wellness Program when you've completed your Annual Whole Health Evaluation and your Aetna Health Risk Assessment.

Call **(956) 287-3099**

Visit [patients.verawholehealth.com](http://patients.verawholehealth.com)

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



"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**