

REINVENTING PRIMARY CARE FOR YOU & YOUR FAMILY

We believe that great primary care is the backbone of great health. We believe primary care should be delivered by a trusted provider who knows you best. We believe you should have access to your healthcare provider when and where it is convenient for you, whether in the office or on the go. And we believe you should be able to spend as much time as needed with your care team.

And that's just what you'll get with your team at Pareto Health & Wellness Centers.

As part of your health benefits, you and your family now have access to Pareto Health & Wellness Centers, at little to no out-of-pocket cost to you. If you have an HSA plan, there is a small fee, those with other plans have no cost.

THE BENEFITS OF PARETO HEALTH & WELLNESS CENTERS

- Convenient access to your personal provider via in-person appointments, convenient walk-in availability, and phone consultations
- 24/7 virtual care using a secure mobile app for text messages, photo uploads, and even video visits
- Little to no wait for an appointment
- More time with your healthcare provider
- Extended office hours, including evenings and weekends
- After-hours access for urgent issues
- Proactive follow-up care, care coordination, wellness education, well woman care, and chronic disease management
- Onsite labs and immunizations
- Onsite dispensing of a wide range of medications at no additional cost to you
- Coordination, advice, and advocacy when specialized care and treatment is necessary
- And much, much more

WHAT TO EXPECT AS A MEMBER OF THE PARETO HEALTH & WELLNESS CENTERS

The Pareto Health & Wellness Centers offer a new approach to primary care. Your care team is made up of a Board-certified primary care physician, Nurse Practitioner, and Health Guides. It's our goal to bring new members in for a welcome appointment as soon as possible. Why? We want to keep you healthy, not just care for you when you're sick. By getting to know you, you can take full advantage of the many ways you can stay engaged with the office including in person appointments, virtual access via our secure mobile app, urgent access, and much more.

But shouldn't I wait until I'm sick to come in? No. Illnesses and injuries often happen after our office is closed and on the weekends. When this happens, we can care for you virtually via our mobile app or via a phone call with your provider. We also focus on prevention and health education. So, make an appointment soon so our care team can get to know you.

SELECTING A HOME LOCATION

As a member of the Pareto Health & Wellness Centers, you have access to the care teams at all Pareto Health & Wellness locations, including both Kansas City locations. However, we strongly encourage you to select an office and a provider as your main primary care home. You can make this selection by calling our Member Experience team at 833.229.0889.

QUESTIONS?

Contact the Pareto Health & Wellness Centers Member Experience team.
833.229.0889 | members@paretohealth.com
www.paretohealth.com/kc

ACCESSING YOUR PARETO HEALTH & WELLNESS CENTERS

OFFICE HOURS

The following are the standard office hours, but your care team is always available for urgent matters via a phone call or the Spruce mobile app.

MON 8:00 am – 8:00 pm	THU 8:00 am – 8:00 pm
TUE 9:00 am – 5:00 pm	FRI 8:00 am – 5:00 pm
WED 7:00 am – 5:00 pm	SAT 8:00 am – Noon

HOW TO REACH YOUR CARE TEAM

Routine Outreach

If you need to schedule an appointment, have questions for your provider, or any routine issues, you can communicate with us by calling the office or using our Spruce mobile app. We can schedule an appointment, determine whether an appointment is appropriate, help you navigate the confusion of specialists and hospitals, or chat about any questions.

And using Spruce, our secure, HIPAA compliant mobile app, you can message your care team, receive treatment for conditions that don't require an office visit, video chat with your provider, send pictures, and much more.

Urgent Outreach

If you are experiencing an urgent medical issue, please call the office immediately. During office hours, we offer walk-in availability and same-day sick appointments. After office hours, follow the prompts to reach your provider.

Always call your provider first before going to the emergency department or urgent care facility. Walk-in availability and same-day sick appointments are available when the office is open and after hours your provider may be able to guide your health via a simple phone call or via the mobile app.

IN CASE OF EMERGENCY

Please call 911 or go to the emergency department. For all other health situations, always call your provider first before going to the ER or urgent care. Walk-in availability and same-day sick appointments are available when the office is open, and after hours your provider may be able to guide your health via a simple phone call.

This information is intended to provide you with convenient, time-saving access to your Pareto Health & Wellness care team. If you have questions, please let us know.

833.229.0889
members@paretohealth.com
www.paretohealth.com/kc

LOCATIONS

Pareto Health & Wellness Center – Leawood
11725 Roe Ave., Suite B
Leawood, KS 66211
P: 816.319.0731

Pareto Health & Wellness Center – Kansas City
531 Grand Blvd., Suite 1
Kansas City, MO 64106
P: 816.319.0731

DOWNLOAD THE SPRUCE MOBILE APP

To download, go to
<https://spruce.care/0678210180>

PATIENT AGES

The care team provides comprehensive family care.

- Urgent care for ages 2 & up
- Primary care for ages 10 & up

YOUR CARE TEAM



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ELIZABETH DEXTER-MANADE, MD – LEAWOOD

Dr. Elizabeth Dexter-Manade, MD is a family physician who is dedicated to providing compassionate care to her patients. She feels that taking the time to listen to patients is the most important aspect of providing quality care. With over 15 years of experience, Dr. Dexter has worked at various practices including positions at Encompass Medical Group, St. Luke's Medical Group, and Advanced Family Care. She went to Medical School at the University of Missouri School of Medicine in Columbia and did her residency at UMKC. Dr. Dexter is a member of the American Academy of Family Physicians and the Missouri Academy of Family Practice.

ERIN BUCKLEY, APRN, MSN, FNP-BC – LEAWOOD

Erin Buckley, APRN, MSN, FNP-BC, has more than ten years of experience as a Family Nurse Practitioner in primary care and urgent care practices. She is an expert at evaluating and managing a wide scope of acute, chronic and complex medical problems, and preventive and routine medical conditions. She enjoys taking the time to get to know her patients and the issues they are facing, including mood and mental health. She was most recently a Nurse Practitioner with the University of Kansas Health Systems and, prior to that, with Premise Health. She received her Master of Science in Nursing and her Bachelor of Science in Nursing from Saint Xavier University in Chicago. She is a member of the American Association of Nurse Practitioners and the Kansas Advanced Practice Nurse Association.

ALAN SCHARRER, MD – KANSAS CITY

Dr. Alan Scharrer is a Family Medicine physician with 30 years of experience. Dr. Scharrer received an undergraduate degree from Marquette University and his Doctor of Medicine from Southern Illinois University School of Medicine. He completed his residency at Lutheran General Hospital. As a previous solo-practitioner for ten years, Dr. Scharrer believes that compassion and respect are essential in doctor-patient relationships, while helping patients achieve their best health. Dr. Scharrer is a member of the American Academy of Family Practice, the Missouri Academy of Family Practice, and the Southwest Clinical Medical Society.

JANA GRABER, APRN, FNP – KANSAS CITY

Jana Graber is a certified Family Nurse Practitioner with 9 years of experience. Prior to joining Pareto Health & Wellness, Jana was a Nurse Practitioner at The University of Kansas Health System and Kansas University Urgent Care and Occupational Health, and before that a RN Nurse Clinician with United BioSource Corporation. She is committed to providing holistic patient care with a strong emphasis on patient education and disease prevention. Jana has her Master of Science in Nursing from Graceland University.

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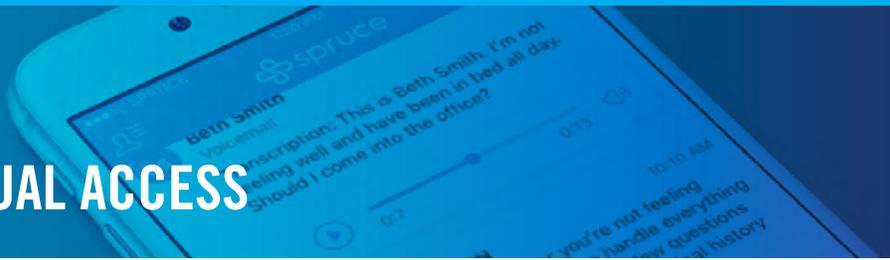
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SPRUCE

YOUR KEY TO 24/7 VIRTUAL ACCESS

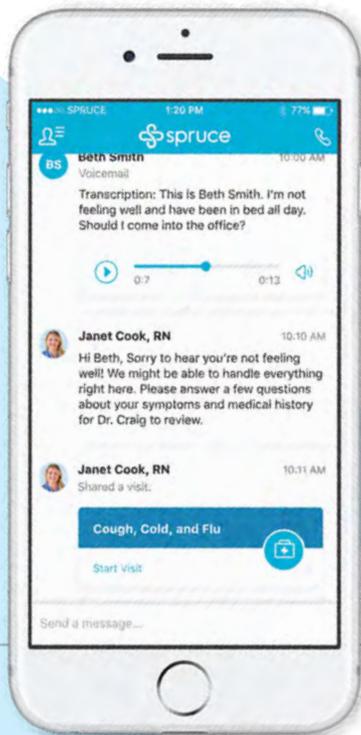


As part of your membership to the Pareto Health & Wellness Centers, you have access to the Spruce mobile app, a secure, HIPAA compliant way to reach your care team 24/7. We are committed to providing convenient access to world-class care, whenever and wherever you need it. We also know that coming into the office (or even calling us!) is not always convenient.

That's why we offer members the ability to message our centers at your convenience via a secure mobile app called Spruce.

SERVICES AVAILABLE VIA THE SPRUCE APP:

- Ability to get treated instantly for basic medical issues
- Message your care team with any non-urgent medical issues or any general questions
- Send pictures (for example, if you have a rash) and documents (for example, your blood pressure diary)
- Connect with your provider via video chat



HOW TO USE SPRUCE

DOWNLOAD THE APP

Once you have downloaded the app, available on iOS and Android, you can create your account.

<https://spruce.care/0678210180>

CONNECT WITH YOUR TEAM

Connect with your care team who will answer your questions, schedule an appointment, or set up a virtual visit via our secure, HIPAA compliant app.

DEVELOP A PLAN

Receive a diagnosis, treatment plan, or just answers to your questions from your care team.

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IMPORTANT INFORMATION FOR MEMBERS WITH A HEALTH SAVINGS ACCOUNT (HSA)

If you have a Health Savings Account (HSA) and are visiting a Pareto Health & Wellness Center, there are a few things you need to know.

Per IRS regulations your employer is required to charge a fair market value for all services rendered at the Pareto Health & Wellness Center. When you check into the center, your care team will know if you have a HSA. The staff will log into our system to see if you have satisfied your deductible.

YOU WILL BE CHARGED A SMALL FEE IF:

- You have not met your deductible and are seeing the provider for a visit other than an annual wellness exam. You can verify the amount with your HR department or by calling your Pareto Health & Wellness Center.
- We will then submit a claim to your insurance company to ensure that your deductible will be updated to reflect the fee collected at the center. The fee includes all labs and medications that may be dispensed during the visit.

THERE WILL NOT BE A FEE IF:

- You are visiting the center for your annual wellness visit. All labs and medications dispensed during your annual wellness visit are provided to you at no charge.
- You are visiting the center for a lab draw.
- You have already met your health plan's deductible.

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