



# WELCOME TO THE CENTER

We welcome you to The Functional Health & Wellbeing Center (FHWC) at Phoenix Contact.

The center was developed specifically for the employees of Phoenix Contact to serve as a valuable resource for your health needs at the Phoenix Contact US headquarters. The FHWC is located adjacent to the Phoenix building, maintaining a separate entrance for privacy.

## OUR UNIQUE CLINICAL APPROACH

From your first encounter with us, you'll realize that this isn't your typical 'minute clinic.' The center was developed with Phoenix Contact to extend the company's commitment to employee health with the same progressive approach as their other health-focused benefits.

The center offers both a conventional and Functional Medicine perspective on health. Doctors who practice Functional Medicine work to identify the root cause of a medical issue rather than just focusing on managing the symptoms. While we still use prescription medications and standard testing, we're also looking to reverse the actual source of the problem.

Our providers have extensive education and experience in functional, integrative and conventional medicine with an expertise in Functional Medicine.

## WHAT TO EXPECT

The center was established with the vision for you to take your healthcare to the next level. So, whether your goal is to finish your first marathon or just keep up with your family demands, you can expect us to be there to help you achieve your loftiest health goals.

Here are just a few ways we're different than your typical doctor's office:

- Root cause focus
- Highly experienced medical care team with additional specialization in Functional/Integrative Medicine
- Virtual office visits through our secure mobile app
- Onsite testing services including labs, body composition, and advanced cardiovascular scans
- Nutrition and lifestyle guidance
- Access to your test results and clinical recommendations via our private and secure portal

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## QUESTIONS?

Contact The Functional Health & Wellbeing Center team.  
717.616.3318 | [www.R-Health.md/Phoenix](http://www.R-Health.md/Phoenix)



The Functional Health  
& Wellbeing Center  
at PHOENIX CONTACT

# ACCESSING THE CENTER



## OFFICE HOURS

**MON** 8:00 am – 5:00 pm      **THU** 8:00 am – 5:00 pm  
**TUE** 8:00 am – 5:00 pm      **FRI** 8:00 am – 5:00 pm  
**WED** 8:00 am – 5:00 pm

## GETTING STARTED

It's so easy to get started with the center.

**STEP 1:** Simply call us at 717.616.3318 when you are ready to schedule your first visit. We will send you a link to the necessary documents.

**STEP 2:** Visit [www.R-Health.md/Phoenix](http://www.R-Health.md/Phoenix) for the new patient paperwork you will need to complete.

Even if you only plan to use the center when you're not feeling well, we recommend you establish with us soon. You never know when you're going to need us.

## AFTER-HOURS AND EMERGENCIES

After-hours calls should be limited to situations that require immediate attention but are not life threatening. In the event of the following situations or when in doubt, please dial 911 or go to the nearest emergency room.

- Chest pain or chest tightness
- Shortness of breath
- Trouble seeing, speaking or drooping face
- Weakness or numbness in one limb occurring quickly
- Severe headache occurring quickly
- Severe abdominal pain

## FEES

### PHOENIX PPO PLAN

Virtual/Telephone Visit - \$15  
 Preventative Visit - \$0  
 Non-Preventative/Sick Visit - \$15

### PHOENIX HSA OR NON-PHOENIX PLAN

Virtual/Telephone Visit - \$15  
 Preventative Visit - \$0  
 Non-Preventative/Sick Visit - \$40

Specialty labs including Cleveland Heart Labs, MDL and Genova will be processed as they were in the past. Please contact the FHWC with questions.

[www.R-Health.md/Phoenix](http://www.R-Health.md/Phoenix)



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# YOUR CARE TEAM



## CYNTHIA WEST, MD

Dr. West completed her residency in Internal Medicine in Pittsburgh and fellowship training in Nephrology at the University of Pittsburgh Medical Center. Several years ago, Dr. West discovered a passion for the philosophy and the practice of Functional Medicine as a means to prevent, treat and even reverse chronic disease. When not at work, Dr. West loves to run, cook and spend time with her grandchildren.

## OFFICE ADDRESS

586 Fulling Mill Road  
Middletown, PA 17057

## PHONE NUMBER

717.616.3318

## FAX NUMBER

717.890.1742

## DOWNLOAD THE SPRUCE MOBILE APP

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



## MARY ELLEN FRANCESCANI, CRNP

Mary Ellen studied nursing at Johns Hopkins University and worked for many years as a nurse in the critical care and ICU setting in Lancaster, PA. After becoming a Nurse Practitioner, she wanted to work in the outpatient setting to help prevent disease and hospitalizations among her patients. She completed a fellowship in Integrative Medicine and followed her passion to help people address all aspects of lifestyle and health by incorporating the best allopathic medicine with well-studied alternative methods. When not at work, Mary Ellen spends time with her three children and husband, and loves to bike and meditate.

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Health & Wellbeing Center team.

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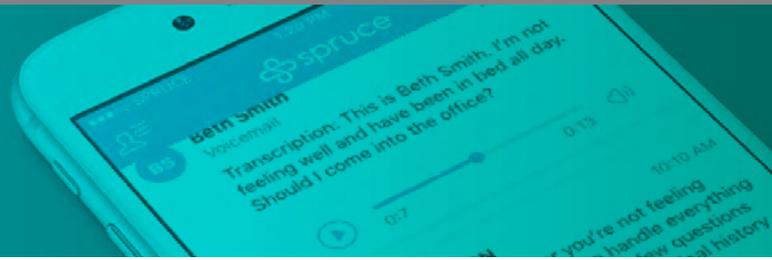
## JANE SNYDER, CRNP

Jane Snyder received her Nurse Practitioner degree from Widener University in 2012. Before joining The Functional Health & Wellbeing Center at Phoenix Contact, she worked as a Nurse Practitioner at various facilities in Lancaster, PA including CovenantMD and General Internal Medicine. Over the past two years, Jane has embarked on a new journey—a fellowship in Integrative Medicine at the University of Arizona, where she recently graduated from in the fall of 2019. She applies Integrative Medicine principles in her patient care and is currently working on her Functional Medicine training. When not at work, Jane is an avid traveler, and loves to cook, run, do yoga, and garden.



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# YOUR KEY TO VIRTUAL ACCESS



You now have two options for virtual access to your care team:

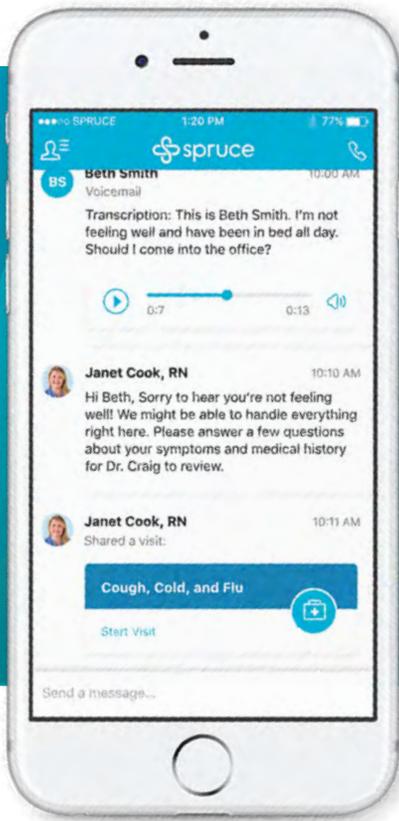
1. You can continue to use the Elation Passport Portal to communicate with the center.
2. You will also have access to the Spruce mobile app, a secure, HIPAA compliant way to reach your provider.

We are committed to providing convenient access to world-class care, whenever and wherever you need it. We also know that coming into our office (or even calling us!) is not always convenient.

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

## SERVICES AVAILABLE VIA THE SPRUCE APP:

- 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 FHCW 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.



TO DOWNLOAD,  
GO TO [HTTPS://SPRUCE.CARE/PHOENIX](https://spruce.care/phoenix)

### CONNECT WITH YOUR TEAM

Connect with your provider and Health Guides who will answer your questions, schedule an appointment, or set up a virtual visit via our secure, HIPAA compliant app. Please make sure that Allow Notifications is on for this app so that you may receive alerts promptly.

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# FAQs

## HOW DO I GET STARTED WITH THE CENTER?

To schedule your first visit with the center, simply call us at 717.616.3318. Our staff will provide you with the necessary paperwork you will need to complete and submit.

## CAN I KEEP MY PRIMARY CARE DOCTOR IF I ALSO VISIT THE CENTER?

Absolutely! You can utilize the center in the way that suits you best. That might mean a quick visit when you're feeling under the weather, seeing our providers to manage a single chronic condition or have our team as your primary care providers. The choice is yours.

## WHAT IS A VIRTUAL VISIT?

Virtual visits are one of the most convenient ways to receive medical care. This includes phone consultations, video visits, and texting through our secure mobile app. When medically appropriate, this allows you to stay in the comfort of your home, office or hotel when traveling and receive medical care virtually.

### VIRTUAL VISITS WORK WELL FOR:

- Reviewing test results
- Following up on health status with new therapy or medication changes
- Nutrition and lifestyle coaching/education
- Discussing next steps

### VIRTUAL VISITS DO NOT WORK WELL FOR:

- Conditions requiring physical exams (listening to your heart or lungs, looking in your ears, eyes, throat or feeling lymph nodes or glands)
- Establishing with the practice since you must be physically present for your first visit

## HOW IS FHWC DIFFERENT FROM A TYPICAL DOCTOR'S OFFICE?

Our investment in getting to know our patients and their families is what really sets us apart. In a traditional practice, a provider may care for several thousand patients, but because of our exclusive relationship with Phoenix Contact, we care for several hundred. This model allows our providers to spend time with you, get to know you, respond in a timely manner to your needs, advocate on your behalf, and coordinate your care with specialists.

In addition to their extensive clinical training and experience, our providers incorporate a Functional/Integrative Medicine approach as a means to prevent, treat and even reverse chronic disease.

## WHAT IS FUNCTIONAL MEDICINE?

Functional Medicine is a field of medicine that is focused on identifying the source of the symptoms in the body that leads to a medical condition. While we still use prescription medications and standard testing, we're also looking to reverse the actual source of the problem rather than just managing the symptoms that are caused by the problem.

Physicians who practice Functional Medicine receive their training after having completed their MD and often choose to continue their education into the field of Functional Medicine to better help their patients.

While Functional Medicine has a role in nearly all medical conditions, it is particularly well suited for preventing, treating and even reversing chronic diseases like heart disease, irritable bowel syndrome, digestive disturbances, diabetes, ulcerative colitis, arthritis, allergy/asthma, Crohn's disease, rheumatoid arthritis, thyroid dysfunction, and hormone imbalances, just to name a few.

We encourage you to check out the Institute for Functional Medicine if you're interested in learning more about this exciting field of medicine at [www.IFM.org](http://www.IFM.org).

## DOES PHOENIX CONTACT HAVE ACCESS TO MY MEDICAL RECORDS?

No. The center is a clinic that is located on the Phoenix Contact campus but is operated by R-Health, a company that is independently owned. All patient medical records are secure and private, as we adhere to HIPAA regulations for your protection. Your medical record remains confidential and can only be accessed by the clinical staff of the center, or anyone you officially authorize the FHWC to share the information with.

In fact, you will only ever receive communication from the center through the email address that you designate (for notices about the clinic), through the Spruce mobile app, and through US Mail for confidential documents.

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