

About your health center

REEP with Everside Health

25395 Hancock Ave.

Ste. 200

Murrieta, CA 92562

951-229-0708



Meet your provider



Airene Maldonado, MSN, APRN, PHN, FNP-C

Airene Maldonado is a dedicated Nurse Practitioner with a passion for delivering high-quality healthcare to individuals across the lifespan. With a Master of Science in Nursing (MSN) and certification as a Family Nurse Practitioner (FNP-C), Airene possesses the knowledge and skills necessary to provide comprehensive and patient-centered care.

Throughout her career, Airene has demonstrated a commitment to promoting wellness and preventing illness. Her 15 years of clinical experience includes working in primary care settings, where she has developed expertise in conducting thorough health assessments, diagnosing and treating common medical conditions, and managing chronic illnesses. Airene places a strong emphasis on building trusting relationships with her patients, fostering open communication, and actively involving them in their healthcare decisions.

Committed to making a positive impact on the healthcare landscape, Airene Maldonado is not just a healthcare provider but a trusted partner in her patients' journey toward optimal health and well-being.

Features

- More time with your provider
- Little to no wait
- Low or no copays
- Same-day and next-day appointments for urgent issues
- 24/7 access to manage your care

Services

- Annual physical exams
- Chronic condition management
- Full-scope family medicine
- Men's & women's health
- Mental Health screenings
- No cost onsite lab work
- School and sports physicals
- Select medications available onsite at no cost
- Sick and urgent care

Hours

Sun.	Closed
Mon.	7 am - 3:30 pm
Tue.	9:30 am - 6 pm
Wed.	7 am - 3:30 pm
Thu.	9:30 am - 6 pm
Fri.	7 am - 3:30 pm
Sat.	Closed



Download the Everside Health app to create an account or schedule an appointment.

For more information, visit eversidehealth.com/REEP





Healthcare that gives more

Regional Employer/Employee Partnership (REEP) now offers Everside Health as part of your benefits package. It's an easier, more convenient healthcare option for everything from screenings and prevention to chronic disease management and urgent care.

- Schedule same-day and next-day appointments.
- Meet with your provider where it's easiest for you: at a health center near you, online, or over the phone.
- 24/7 access to manage your care.
- Spend as much time as you need with a provider who will get to know you.
- Get care for nearly every health issue. (And if you need a referral, your care team will handle it for you.)

Schedule your welcome visit

Get to know your provider
(in person, by phone, or online)
and go over your health history so
you can get the right care when
you need it most.



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Our services

In-person and virtual care

The following list provides an overview of the broad scope of diagnoses, procedures, and services that may be offered in Everside Health Centers (not a complete list). Everside's onsite providers make all treatment decisions with the health, well-being, and best interest of the patient as the foremost goal.

<h3>Primary and preventive care</h3> <ul style="list-style-type: none">• Acute illness visits & treatment*• Basic vision screening (color & near vision)• Biometric screening• Blood pressure and vitals screening• Chronic condition management*• Comprehensive personal evaluation including routine checkups*• Coordination with other providers (e.g., specialists, hospitals)*• Fitness & nutrition coaching*• Health risk assessment*• Hearing screening (audiometry)• Lifestyle & risk-reduction coaching*• Pediatric Visits*• Pre-op evaluations & clearance• Routine adult physicals• Sports physicals• Men's and Women's health	<h3>Labs</h3> <ul style="list-style-type: none">• Basic metabolic panel• Blood draws & sample collection• Cholesterol• Hemoglobin A1c• Pregnancy test• Screening for diabetes• Strep throat test• Urinalysis
<h3>Procedures</h3> <ul style="list-style-type: none">• Asthma/pulmonary treatments• Basic ENT procedures• Basic wound care• Dermatological procedures including mole removal• Ingrown toenail removal• Skin biopsy (lab not included)• Skin cyst removal• Skin tag & wart removal (cryo)• Stitches• Suture/Staple removal	<h3>Mental health</h3> <ul style="list-style-type: none">• Anxiety assessment & treatment*• Depression assessment & treatment*• Integrated primary care and mental health
<h3>Medications and Immunizations</h3> <ul style="list-style-type: none">• Common vaccines available onsite• Medications available on site	<h3>Diagnostic testing & vitals</h3> <ul style="list-style-type: none">• Blood pressure & vitals• EKG• Peak flow testing• Spirometry

Health portal: Visit members.eversidehealth.com to get access

- Available 24/7
- Download your personal health record
- Email your provider securely
- Make and manage prescriptions from your provider
- Request refills and view prescriptions

*Available for virtual appointments. Follow-up in-person care will be coordinated with your provider if needed.



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Get complete care, anywhere

Your healthcare is our top priority. So we make it easy to visit your provider, whether it's in person, online, or over the phone —whatever is easiest for you.

Everside Health providers can see you virtually or consult over the phone for almost any service, including:

- Establishing care (getting to know your provider)
- Discussing medications or getting refills
- Mental health screenings
- Routine checkups
- Chronic disease management (like diabetes management, heart disease management, etc.), and more

Comprehensive care

- 24/7 access to manage your care
- Healthy lifestyle coaching
- Same-day or next-day appointments for urgent needs
- Chronic condition management
- Care coordination
- Men's and Women's health
- Pediatrics, including well-child visits
- No cost onsite lab work
- Select, no cost generic medications on site
- And many more services



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Virtual care FAQ

How does a virtual care visit compare to a traditional in-person provider encounter?

Virtual care is limited only to those matters that do not require “hands-on” care by the provider in accordance with best medical practices. Otherwise, the interaction is very similar. The healthcare provider will ask pointed questions to assess your overall well-being, with a focus on your chief complaint. This process is to assure the provider that you are a candidate for treatment. If the provider has any urgent concerns about your health, you may be referred to the appropriate level of care. This referral to an ER or specialist currently occurs only about 5% of the time (for urgent care type visits).

How can a provider treat me without physically seeing me?

For most common or chronic illnesses, a telephone and video interaction with a provider can effectively replace an urgent care or emergency room visit. The provider does not need a physical exam to diagnose and treat most urgent care illnesses. Taking a thorough history is historically considered “90% of the evaluation” when coupled with provider-patient interaction. This is effective for diagnosis and treatment in a large majority of cases. How a patient feels can be just as important clinically as what their physical exam reveals, in most simple cases.

Is diagnosis without a physical exam effective?

Internal medicine and family practice providers have for many years evaluated patients, while on call, who they have neither seen nor examined. Evidence that this type of treatment is effective comes from decades of primary care providers treating their patients effectively over the phone—when on call, after hours, and on weekends. The Everside virtual care solution improves what has already been established as successful, with new digital technology that advances this interaction. Healthcare providers can see patients through our video link and thus receive ample information to diagnose a majority of common illnesses.

Do providers prescribe medication via virtual care?

Yes, if the diagnosis warrants treatment, a provider may be able to prescribe a medication for a patient.

Is the process complicated to see a provider via virtual care?

Not at all. The system was designed with patients’ needs in mind, to make the overall experience accessible and intuitive. We have designed our system to optimize the experience based upon your device of choice (phone, computer, or mobile device) for the visit.

Is my medical information secure?

Absolutely! We are committed to safeguarding and protecting all personal information, including medical information about you. We employ administrative, physical, and technical measures designed to safeguard and protect information under our control from unauthorized access, use, and disclosure. These measures include encrypting your personal information when we store or transmit it and using secure servers that we back up daily. We are designed to be fully HIPAA (Health Insurance Portability and Accountability Act) compliant.

How do I ensure that consultations are conducted in a consistent, medically appropriate manner?

Everside Health virtual care providers deliver care using the same clinical protocols that are in effect at face-to-face appointments, like not prescribing narcotics, knowing where to send a patient for an emergency, and adhering to general practice guidelines.

Frequently Asked Questions

What is Everside Health?

Everside Health is a national onsite, near-site, and virtual primary care provider that offers healthcare for employers, unions, and other organizations. That means that we operate patient-centered health centers where patients can get 90% of the medical services they need from an experienced provider, usually at little to no cost to you.

Everside providers are dedicated to your healthcare and are easy to reach at convenient locations near your home or work, as well as virtually (by phone or video).

Why is this benefit being offered?

Our clients have seen significant healthcare cost increases each year; we're on a mission to fix the broken healthcare delivery model that causes them. By partnering with us, you gain an additional choice to address the cost and quality of the healthcare you receive. Your access to Everside gives you high-quality, low- or no-cost primary care through your Everside provider.

Who's eligible to receive Everside services?

All those covered by your organization's insurance plan are eligible to receive Everside services.

What's different about Everside compared to my current primary care provider?

As an Everside patient, you have 24/7 access to manage your care. Our providers offer a scope of services that are broader than a typical primary care practice – everything from routine checkups and urgent needs to chronic condition management and mental health screenings, with many services available virtually (by phone or video). Your provider can also help you make appointments for specialist services or care that can't be provided at the health center.

Does choosing the Everside option increase my healthcare costs?

No, it should do just the opposite. A visit to an Everside provider can save you an expensive trip to the emergency room or urgent care, and most visits are at little to no cost for preventive and non-preventive services. There's also no charge for phone, secure messaging or other remote interactions with your provider. There are some tests and procedures that are billed to your primary insurance at rates that are usually much lower than with other providers. Services that aren't covered by your access to Everside may still be covered by your organization's insurance plan.

How experienced are Everside providers?

Everside providers are board-certified or board-eligible, with experience caring for both pediatric and adult patients. Our providers see 70% fewer patients than a typical primary care provider, allowing them to spend more time with you when you need it, start appointments on time, and provide you with flexible appointment availability.

Do I have to change my primary care provider (PCP) to Everside to use its services?

No, Everside is an optional benefit that functions as an add-on to your existing health benefits. You don't need to switch providers or stop seeing a preferred specialist—you can see Everside providers as well as your existing provider(s).

Why should I consider using an Everside provider as my PCP?

We recommend that you make your Everside provider your first point of contact for any health concerns. They provide a personalized level of service and can also help you manage your overall care. So, instead of waiting to see a specialist to receive care, you can take advantage of the variety of services offered at your health center and through virtual care. Immediately after signing up, we recommend that you schedule your first welcome appointment so your provider can get to know you, discuss your health history, and answer any questions you may have.

How is Everside different from an urgent care clinic?

We don't have the long wait times that you may experience when going to a walk-in clinic. Scheduling your appointment for same-day or next-day urgent needs allows you to get in at your scheduled appointment time instead of waiting behind the people in front of you. You can also choose to schedule a virtual appointment from the comfort of your own home (by phone or video).

What if I already have a pediatrician for my children who I like?

We know that many parents have established relationships with pediatricians. You may choose to sign your children up but continue a relationship with their existing pediatrician. Typically, your Everside provider can be an additional option for your kids' healthcare needs, and it usually takes less time to get an appointment at your Everside health center than it does at a pediatrician's office.

Does Everside make it easier for me to manage refills and dosage changes?

Yes, your Everside care team makes it easy to manage your medications. Once you have established care, your refill requests and many dosage adjustments can be handled remotely (by phone or online) with your provider and called in to your pharmacy of choice without the need for an in-person office visit.

How does Everside protect my personal health information?

Everside Health values your trust and one of our highest priorities is to protect our patients' personal health information. We are required by law to protect and keep patients' personal health information private. This means any patient health information will not be shared with the employer or organization without the patient's consent. Health information includes a patient's history, visitation schedule, frequency, and test results. Everside Health maintains physical, electronic, and procedural security safeguards for managing our patients' health information, in accordance with applicable state and federal standards, to protect against risks such as loss, destruction or misuse. Our Notice of Privacy Practices is available on the company website under the Compliance tab and onsite at our health centers.

Should I wait until I'm sick to schedule an appointment?

It's important to build a lasting relationship with your care provider. You'll want them to know you, your medical history, and your health concerns long before you get sick. Plus, Everside employs screening protocols that may catch a health issue that can be treated, preventing it from becoming an urgent situation or a chronic condition.

How do I sign up?

Visit members.eversidehealth.com to create your online account and get started.



Care on call

The Everside Health patient portal and mobile app are powerful tools to help you conveniently manage your healthcare needs. This guide will walk you through the process of creating your account and exploring all features.

Key Features

- **Appointment Scheduling:** Book appointments with your Everside doctor.
- **Video Visits:** Start your secure video visit.
- **Messaging:** Communicate securely with your healthcare team.*
- **Prescriptions:** Manage your prescriptions and request refills.*
- **Health Records:** Access your medical history, lab results, and other health documents.

Our web-based portal and mobile app offer the same experience in a desktop or mobile version to best suit your needs.

1 Web-based Patient Portal

- Visit members.eversidehealth.com
- Press link in bottom right corner for “Register my online patient account”
- Proceed to next step

or

1 Mobile App

Download for free from App Store for iOS or Google Play Store for Android

Scan here



or

- Search for “Everside Health” in the search bar
- Locate the Everside Health app and tap on it
- Press the “Download” or “Install” button to initiate the installation process
- Once the app is successfully downloaded and installed, you’ll find a green Everside e icon on your home screen
- Proceed to next step

2 Enter the following information to create your secure, online account

- Last name
- Date of birth
- Email
- Last 4 of SSN

Please note: if you don’t have your last 4 of your SSN, you will be re-directed to a page to enter your Insurance ID or to call our Member Services team so that we can help!

Find a full FAQ on the patient portal and mobile app
[eversidehealth.com/everside-app-portal-faqs](https://members.eversidehealth.com/everside-app-portal-faqs)

* Features may vary depending on the patient and available services.

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