

# Prominence

Care Centers

## Welcome Truckee Meadows Fire Protection Employees & Families!



“ Literally the best doctor’s visit I’ve ever had. She listened to all of my concerns, gave me amazing information, and was so caring and confident in her information and advice! ”

### Welcome to Prominence Care Centers.

Your Prominence Health Plan provides enrolled members with unlimited access to dedicated primary care at Prominence Care Centers.

The care centers offer a full-time medical team and health coaches committed to helping you get healthy, manage healthcare costs, and coordinate all the care you need.



The best way to get started is with an Annual Whole Health Evaluation.  
Call today to schedule! Reno: (775) 299-4649 | Carson City: (775) 546-2180



## The Prominence Care Center **Difference**

We've designed the Prominence Care Center experience with you in mind. At its most basic, it means time and empathetic listening. We've heard from so many patients that providers don't take the time to listen to them. You should be able to come to the care center for most of your healthcare needs. If you need care outside of the care center, we'll coordinate it and conduct any follow-ups.

### FAQS

**What if I already have a Primary Care Doctor?** The Prominence Care Center medical team will be there for you no matter who you see outside the care center. If you want to keep your primary care doctor, consider us an extension of your care team. It's even a great idea to put the Prominence Care Center medical team in touch with your other providers so they can give you the exact care you need, when you need it. Your health always benefits when everybody communicates.

**How much will it cost?** All services at the Prominence Care Centers are covered in full as part of your Prominence health plan.

**Who can use Prominence Care Centers?** Truckee Meadows Fire Protection District employees and their family members who are enrolled in the Prominence Health Plan are eligible.

**Can I fill a prescription at the care centers?** Yes, select medications are dispensed as prescribed by Prominence Care Center providers, including refills, at no cost to you! All other prescriptions written by Prominence Care Center providers can be filled at your local pharmacy and are covered under the terms of your medical plan.

### Quick Facts

**Visits are by appointment only.** This allows for quicker access and longer visits. Our goal is no wait time and as much time with your provider as you need. While same-day appointments fill up fast, the care center may be able to offer a next-day or virtual option if needed.

**Your costs are covered.** All visits are covered! Medications dispensed from a Prominence Care Center are available at no cost, including refills!

**Personalized care team.** Prominence Care Center care teams work with patients to create custom health plans, and can coordinate all the care they need.

### Services



#### PREVENTIVE CARE

Annual Whole Health Evaluation; immunizations; screenings; well woman exams; family planning; well child care ages 3+



#### 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; provider-dispensed medications; specialty care coordination and advocacy



#### VIRTUAL SERVICES

Connect with your care team from anywhere for a wellness visit, health coaching or virtual follow up.

### Prominence Care Centers

699 Sierra Rose Drive, Reno, NV 89511  
phone: (775) 299-4649

180 East Winnie Lane Carson City, NV 89706  
phone: (775) 546-2180  
web: [prominence.verawholehealth.com](https://prominence.verawholehealth.com)

### Hours of Operation

|           |           |
|-----------|-----------|
| Monday    | 7am - 5pm |
| Tuesday   | 8am - 6pm |
| Wednesday | 7am - 5pm |
| Thursday  | 8am - 6pm |
| Friday    | 7am - 5pm |

*After-hour calls into the care center will put you in touch with our nurse line.*

# Prominence Care Centers

## Say Hello to Our Provider Team!



### **Hamid Shakeri, MD** Provider

Dr. Shakeri graduated from the University of California at Irvine and completed his residency at the University of Nevada, Reno. His interesting life experiences, years of practicing internal medicine in hospital and outpatient clinic settings and volunteering as a community associate clinical professor educating medical students have prepared him for delivering a quality medical care to our patients. His passion for medicine comes from the intent to make a genuine difference in the life of each patient. He is the lead provider for Prominence Care Centers in Reno.



### **Anna Ferrera Baumann, MD** Provider

Dr. Ferrera Baumann specializes in Internal Medicine. With more than 20 years of experience, she has delivered care to patients at all stages of life from adolescents to geriatric care. After graduating from Ludwig Maximilians University of Munich, she completed residency in Reno before returning to Long Beach to join her family's medical practice fulfilling her childhood dream of becoming a physician. For the last 12 years, she has practiced in Reno where she also enjoys spending time with her family on the lake, hiking and skiing.



### **Armando Cruz, NP** Provider

Armando is a board-certified Family Nurse Practitioner who comes to Prominence Care Centers with 20 years of health care experience in surgical and inpatient care, ambulatory care and outpatient primary care. Armando earned his Master of Science in Nursing from Midwestern State University. He is a veteran of the United States Air Force, where he provided care to Airman and their families. Armando was drawn to healthcare because it combined his love of science and biology with his inherent desire to help people. He chooses to practice at Prominence Care Centers so that he can collaborate with patients to help improve their lives. When not in the office, Armando enjoys being outdoors and reading. He is bilingual in English and Spanish.

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# Prominence

## Care Centers

### Say Hello to Our Provider Team!



#### **Colleen Lindleaf, NP** Provider

Colleen is a board-certified Family Nurse Practitioner who comes to Prominence Care Centers with more than five years of experience in both family practice and urgent care. She received her Bachelor of Biology from Cal Poly – Pomona, followed by her Bachelor of Science in Nursing and Master of Science in Nursing from Cal State – Long Beach. Colleen is drawn to medicine based on a fascination with the functional science of human bodies. She chose the path of a Nurse Practitioner as it allows her to provide compassionate care and partner with her patients to make the best decisions for their care. She is excited to be able to provide complete, “Whole Person” care. Colleen is bilingual in English and Spanish.



#### **Penny Bartel, NP** Provider

Penny is a board-certified Family Nurse Practitioner who believes in holistic and preventive care for her patients. She received her Master of Science degree in Nursing from University of Nevada, Reno. Penny, even as a child, knew she wanted to be a nurse, and pursued that dream. She then realized she could make an even bigger impact in her patients' lives as a Nurse Practitioner. She previously worked at a local hospital system but was inspired by the whole patient approach at Prominence Care Centers.



#### **Tiffany Mitchell** Whole Health Coach

Tiffany comes to Prominence Care Centers with several years' experience in coaching in both well-being and technology. She received her Bachelor of Arts degree from the University of Redlands, CA and her Master of Science in Counseling from San Diego State University. Tiffany then went on to become certified as a Professional Co-Active Coach with the Coaches Training Institute and qualified as an Associate Certified Coach by the International Coach Federation. Tiffany finds meaning in facilitating people in improving their physical health and outlook. She joined Prominence Care Centers because she values the unique, client-centered, preventive model that empowers patients to enjoy good health.

**Call Prominence Care Centers at (775) 299-4649 for more information.**



# Team Up With a **Prominence Care Center Health Coach**



## Get the support you **need**

Health Coaching is one of the best services you can get at a Prominence Care Center. Whether you need help to improve your eating habits or fitness, stop smoking, manage stress, or carve out more time for your family, our coaches will help you set and achieve your goals by co-creating a plan that fits your lifestyle. Call today to schedule your 15-minute coaching connection to learn how a Prominence Care Center health coach can help you reach your goals.

### Common coaching topics:

- Healthy eating
- Physical Activity
- Help to quit tobacco
- Stress reduction
- Weight management
- Disease management
- Spiritual and emotional health
- Work-life balance

**Location:** In-person or over the phone

**Duration:** From 3 to 12 sessions

**Session Length:** 15-30 min

**Frequency:** Flexible

All sessions are **NO COST** to eligible members enrolled in the Prominence Health Plan. Sessions are confidential and offered in both English and Spanish.

■ To find out how a coaching connection can help you, talk to your provider or call your care center today to make an appointment and start getting the care you deserve.

■ **Prominence Care Center -  
Reno**

699 Sierra Rose Drive  
(775) 299-4649

■ **Prominence Care Center -  
Carson City**

180 East Winnie Lane  
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