



EBOOK

# Working At Vera – A Day In The Life



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One of the hardest things to imagine during a job interview is what it's actually like to work there. How many patients will you see each day? Will you be able to make a real impact on the health of your patients? Will you burn out in the process?

Vera Whole Health is the best option for healthcare professionals who are ready to do things a little differently. If you're done with churning through one patient after another in the fee-for-service model, Vera might be just the place for you.

**01 –**

**A Day in the Life of a Vera  
Healthcare Provider**

**02 –**

**A Day in the Life of a Vera  
Health Coach**

**03 –**

**A Day in the Life of a Vera  
Allied Staff Member**



## A New Type of **Healthcare Job**

People are at the center of everything we do, and relationships are the cornerstone of that philosophy, especially the relationship between patients and their doctors, advanced practice clinicians, nurse practitioners, and physician assistants. Vera team members even receive training in empathy! Our [Advanced Primary Care](#) model ensures our patients are more engaged, play an active role in their own healthcare, and experience better overall outcomes as a result.

Take an inside look at what it's like to work at Vera. We'll walk you through a day in the life of a provider, a health coach, and an allied staff member.



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## A Day in the Life of a Vera Healthcare Provider

*“From residency to private practice, healthcare has always felt like a scramble to balance quality care and time management. And, more and more, the economic pressures to bill and collect for services have dominated. The Vera model has allowed more time to provide excellent care, develop deep relationships with patients, and avoid the threat of provider burnout. I’m inspired by the satisfaction that comes from overcoming a challenge, solving a puzzle, or aiding someone in times of physical or emotional distress. Vera Whole Health allows me to be the best provider I can be.”*



**Bradley Frank**

Lead Provider at Flagstaff, Arizona

### Average Day Timeline



**Make a Cup of Coffee**

A sip of something hot to start the day



**Attend Daily Huddle**

Consists of announcements, planning, and a mindful moment



**Plan for Patient Care**

Prepare to meet the individual needs of the day’s patients



**Meet With Patients**

Meet with an average of 12-14 patients each day



**Patient Care Tasks**

Designated time for patient call backs, lab results, charting, and patient outreach



**Break for Lunch**

A chance to refuel midday with a delicious meal



**Address Med Refills**

Ensure patient refills are all available when needed



**Utilize Vera Resources**

Ongoing continuing medical education training



Our healthcare providers – including nurse practitioners and physician assistants – have time to truly listen to their patients’ thoughts and concerns, with appointments running from 30-60 minutes long. Appointments are limited to an average of 12-14 per day in order to prevent fatigue. **At Vera, we understand personalized, meaningful care takes time.** Providers are also encouraged to focus on quality over frequency, accomplishing more in every visit, and truly doing right by their patients. Multiple appointments aren’t required to address acute and chronic issues, as well as patient well-being.

## A Day in the Life of a Vera Health Coach

*“One of my biggest pleasures and values is authentic and meaningful connection with others, and Vera allows the time and opportunity for me to have that with patients. I also find overlap in the value of personal growth and learning, for myself, patients and the organization as a whole. I love that mindfulness and intentional actions are important to the culture as well.”*



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**Toni Moe**

Vera Whole Health Coach at Totem Lake Care Center  
in Kirkland, Washington

### Average Day Timeline



#### Review Schedule and Set Goals

A quiet moment for review before the day begins



#### Attend Daily Huddle

Consists of announcements, planning, and a mindful moment



#### Meet With Patients

Up to 12 scheduled appointments and opportunities for warm handoffs from providers each day



#### Catch up on Charting

Take a few minutes to ensure charting is up to date and support additional outreach opportunities



#### Collaborate with Providers

Support each other in caring for patients



#### Break for Lunch

A chance to refuel midday with a delicious meal



#### Outline Next Day's Schedule

Take a moment to plan for upcoming appointments



#### Clean out Inbox

Reply to any pending patient messages



Vera health coaches find that their days often evolve to meet the changing needs of patients and care teams. They frequently hold one-on-one sessions with patients, attend training to hone their coaching skills, and offer support to providers. **Each care center at Vera has either on-site or remote coaches available, as they play an integral role in helping patients build the habits and behaviors that will allow them to accomplish their healthcare goals.**





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## A Day in the Life of a Vera Allied Staff Member

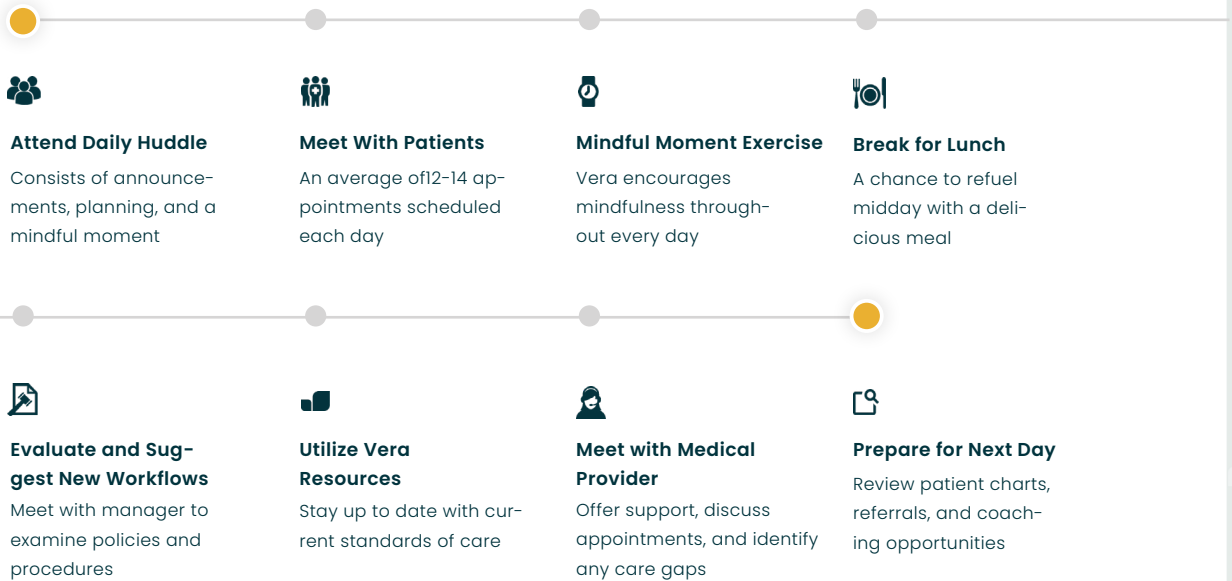
*“Time constraints, burnout, high demand — all these things prevent patients from establishing a trusting relationship with healthcare providers. Vera allows me the time to really connect with my patients and when trust is established, they are more willing to share information that will truly make a difference in their health. I am proud to be a part of the revolution.”*



**Siobhan Holcombe**

MA and Site Lead at First Hill Clinic, Seattle, Washington

### Average Day Timeline



Vera's allied staff members — including medical assistants and patient service representatives — are empowered to interact and connect with patients on a more personal and meaningful level. **Rather than moving patients quickly in and out of care centers, they spend more time supporting their providers and offering coaching and education in the exam room.**



## We're Starting a **Revolution in Healthcare**

It's time to transform the healthcare experience into something that's more compassionate and patient-centered. At Vera, we're proud to be at the forefront of creating these changes. Our employees:

- ✓ Provide whole-person care proven to improve health outcomes
- ✓ Are members of collaborative and supportive care teams
- ✓ Contribute to a welcoming work environment
- ✓ Make a genuine difference in the lives of Vera patients
- ✓ Are smart, tech-savvy, and proactive in their daily routines

If that sounds good to you, we'd love to have you join us on this journey.

Are you ready to be part of the  
**healthcare revolution?**

[See what's open today](#) →

