



**PAPAYA**  
PRIMARY CARE

# WELCOME GUIDE



# WELCOME NEW MEMBER!

We are thrilled to have you join the  
Papaya Primary Care community!

Choosing a healthcare provider is an important decision. We are honored that you have entrusted us with your care. Rest assured, we strive to exceed your expectations and provide you with the highest quality of service.

We are committed to deliver personalized care tailored to meeting your unique needs. Whether you're seeking preventive services, treatment for an ailment, or guidance on living a healthier lifestyle, we're here to support you every step of the way. We're excited to partner with you to achieve your healthcare goals!

This guide will outline what to expect next on your journey with us and how to get the most from your membership. We welcome your questions and concerns, it's what we're here for! Once again, welcome to the Papaya Primary Care community.

Sincerely,

*Kattlyn Agosta*



**PAPAYA**  
PRIMARY CARE

# ABOUT US

## YOUR PROVIDER

Katlyn Agosta is a board-certified autonomous family nurse practitioner and certified diabetes care & education specialist.

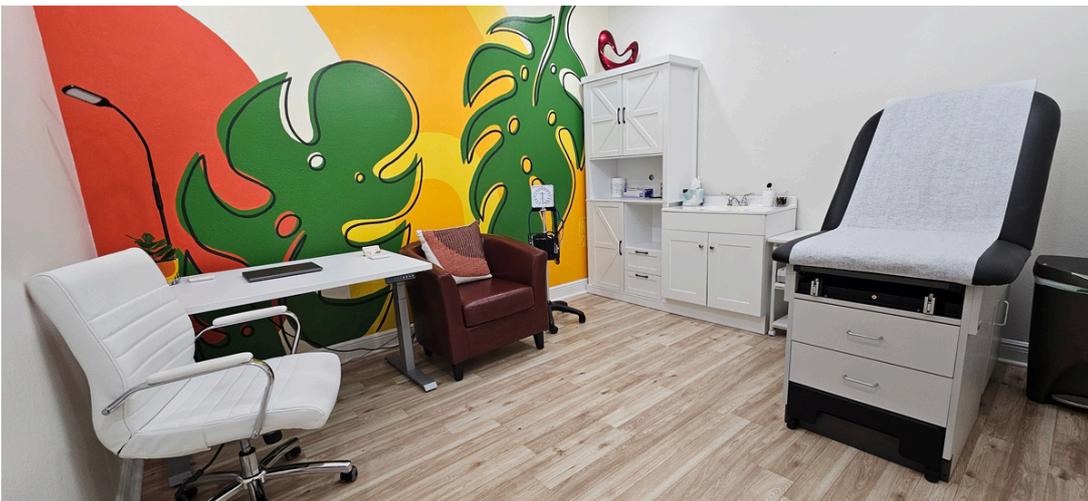
Katlyn was diagnosed with type 1 diabetes at age 15 - this led her to become a diabetes expert. She uses the latest insulin pump, has trained new pump users, and views CGM technology as a valuable tool for diabetes care and education.



**KATLYN AGOSTA**  
NURSE PRACTITIONER

## THE CLINIC

Papaya Primary Care has a modern, bright and inviting vibe to help you feel at ease. The clinic is



inside, the **3rd door on the left** within Bay Beauty Aesthetics & Wellness.

# CLINIC HOURS & INFO



## CLINIC OFFICE HOURS

**MON - FRI 8:00a - 4:30p**

**TUES virtual care 8:00a - 4:30p**

**CLOSED weekends/holidays**

We do **NOT** allow walk in visits,  
kindly schedule all appointments.  
Self scheduling is available.

We have **SAME DAY** appointments  
for members with urgent needs.  
Please text and call if you have an  
urgent need.

# GETTING IN TOUCH



**Text messages** are sent and received through Hint, a secure HIPPA compliant platform we use for your electronic health record. Texting is our **preferred method**. We do our best to respond to text messages in a timely manner though non-urgent needs may be answered at end of day.

**Phone calls** to the clinic are welcome **(813) 669-0511**. Please leave a message including your name, date of birth, and how we can help!

**E-Mail [Hello@papayaprietarycare.com](mailto:Hello@papayaprietarycare.com)** is checked daily during clinic hours. **DO NOT use email for urgent needs!**

**Fax to (813) 768-0936** is typically for sending or receiving medical records. You can complete a release form on our website if needed.

**Hint Self-Serve Portal** is where you can view your membership details, update your contact information, change your card on file, view and sign clinic documents, and pay invoices. You can log into the portal **[HERE](#)**

**PLEASE NOTE:** Messages sent outside of normal business hours are **NOT monitored**



# BOOKING AN APPOINTMENT

**Self Scheduling:** Easy. Convenient. Quick.

1. Go to [papayaprimarycare.hint.com/booking](https://papayaprimarycare.hint.com/booking)
2. Sign into Hint
3. Select appointment type (see below)
4. Choose a date and time that works for you!

## **New Member Onboarding**

Your first appointment! This 60 minute visit is to review your health history, verify medications, measure baseline blood pressure and other vital signs, create a customized health plan, and discuss how to get the most from your membership.

## **Routine Follow up**

In person or virtual 30 minute visit, choose this type for medication refills, to discuss lab or imaging results, update referrals, discuss your health plan, and other routine needs.

## **Problem / Acute issue**

In person or virtual 30 minute visit for sick visit or new health concerns (not all problems are appropriate for virtual care, you may be asked to come in person).

## **Annual Preventative Physical**

In person 60 minute visit for full head to toe physical. Ladies, this visit includes pap sample collection if needed.

## **Pre-Surgical Clearance**

In person only, preop physical as requested by your surgeon

# LAB TESTING



Lab testing is an important step in evaluating your health & guiding your personal treatment plan.

**Members are eligible for these labs through**

**labcorp at no extra charge once per year:**

- Blood count (CBC)
- Cholesterol screening
- Diabetes screening (A1C)
- Liver, kidney, & electrolyte panel (CMP)

## Need additional tests?

No problem! There are two options to choose from.

### **CASH PAY AT DISCOUNTED RATES**

We tell you the total cost for labs and charge your payment source on file the day these labs are ordered. Your test samples are collected at Labcorp and results come through your medical record with us.

### **BILL YOUR INSURANCE**

We can NOT tell you the cost for labs with insurance billing. We provide you with a lab order for use at an insurance preferred laboratory and are billed by the lab at a later date. Results are faxed to the clinic.

# MEDICATION REFILLS



Getting medication refills should be simple and stress free.

**Please follow these steps:**



## Check the bottle.

Your prescription label will indicate if there are refills available. If so, please call your pharmacy directly to use a refill

## No refills?

You might need an appointment. If you're not sure, text us! Please include:

- MEDICATION NAME
- DOSE / STRENGTH
- PHARMACY

## Need your refill moved to another pharmacy?

If you have refills but want to pick up your medication at another pharmacy, call your pharmacist to transfer the prescription

...including **Manifest Pharmacy**, on next page

# MANIFEST Rx BENEFIT



We are excited to offer you this **COST SAVING** and **CONVENIENT** prescription service with your membership

## **Mail Order Pharmacy**

Used for 90 days supply of chronic medications included in the program. Manifest Pharmacy ships from 1018 S Batesville Rd. Ste. 4A, Greer SC 29650

- Specialists can send your prescriptions here too!
- Search meds [HERE](#)

## **Local Retail Pharmacy**

Take your ManifestRx card to a participating local pharmacy to get included medications you need now like antibiotics, steroids, or nausea medication

## **Manifest Customer Service**

For help with account or service questions like initial onboarding and retail membership cards  
1-(888) 689-5770 MON-FRI 8a-8p EST

## **Manifest Pharmacy**

Get help with medication specific questions & prescription orders. After hours pharmacist available  
1-(888) 770-4009 MON-FRI 8a-5p EST

# CONTROLLED MEDICATIONS



**CONTROLLED SUBSTANCES** are closely regulated due to higher potential for abuse & addiction versus non-controlled medications

To ensure your **SAFETY** and to meet state **MONITORING** and legal requirements, our clinic adheres to the following:

**In person appointment** required. Regular follow up appointments prior to medication refill(s) not to exceed 3 months as determined by provider

**Controlled medication agreement** to be signed prior to first prescription and updated annually

**Drug screen** urine test may be requested prior to your first prescription and periodically thereafter at the request of your provider

**Electronic prescribing only**, there are no paper or written prescriptions

**We do NOT prescribe** schedule II medications (includes narcotics and stimulants), chronic opioids, buprenorphine, ketamine, marijuana and cannabis-based products.

**We DO prescribe** some schedule III medications when clinically appropriate. Please contact us first if you are in need of a controlled medication.



# THANK YOU!

**We are honored to care for you!**  
Schedule a new member onboarding appointment to get started.



**PAPAYA**  
PRIMARY CARE

Questions? We're here for you.

3113 Lithia Pinecrest Rd.  
Valrico, FL 33596

Call or Text (813) 669-0511

Fax (813) 768-0936

[papayaprietarycare.com](http://papayaprietarycare.com)