



Urgent Care

24/7 access to virtual providers who call back in 7 minutes (on average) for:

- Cold and Flu
- Prescription Refill
- Minor Injury
- Sinus Infection
- Upset Stomach
- And More!



Primary Care

Scheduled visits with personal providers to get preventive and ongoing care for:

- Prevention & Wellness (Annual Check-Up, etc.)
- Health Conditions (Diabetes, Hypertension, etc.)
- Wellness Goals (Weight Loss, etc.)
- Referrals and Lab Orders
- And More!



Mental Health Care

Scheduled visits with mental health providers to get care for:

- Mental Health Goals (Quitting Smoking, etc.)
- Anxiety and Depression
- Trauma and Grief
- Disordered Eating
- Mental Health Rx (non-Controlled)
- And More!

Convenient care for the body and mind.

Quick, reliable access

• Top-notch Care Team

• Available via phone, app or web

• Care in different languages

• For employees and eligible family members

Getting care is easy!

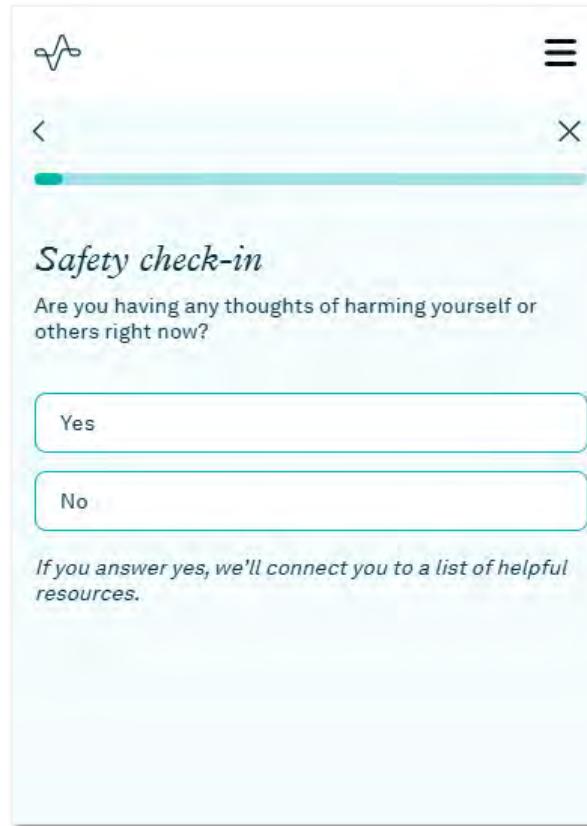
- 1 Log into the **mobile app**, visit our site firststophealth.com or call **(888) 691-7867**.
- 2 **Claim account** using the last 4 digits of your SSN
- 3 Choose the **type of care** you need.
- 4 Answer a few **quick questions** before getting scheduled. Our intake process takes <5 minutes.
- 5 **See your provider** for convenient, compassionate care.



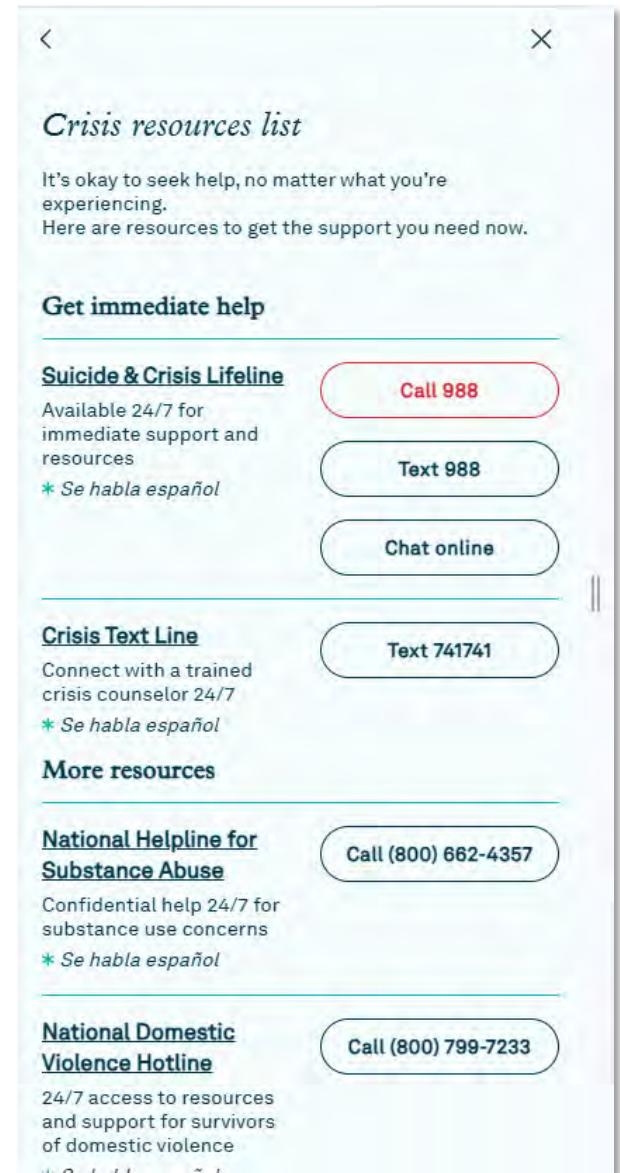


Crisis Management

We check in with members at the start of the mental health appointment process. If someone indicates they're in crisis, we connect them with critical resources right away.



The image shows a mobile application interface for a 'Safety check-in'. At the top, there is a small heart rate monitor icon and a menu icon (three horizontal lines). Below that is a back arrow, a green progress bar, and a close 'X' button. The main content area is titled 'Safety check-in' and asks, 'Are you having any thoughts of harming yourself or others right now?'. There are two buttons: 'Yes' and 'No'. A note below the buttons states, 'If you answer yes, we'll connect you to a list of helpful resources.'



The image shows a 'Crisis resources list' page. At the top, it says 'Crisis resources list' and encourages seeking help. It states, 'It's okay to seek help, no matter what you're experiencing. Here are resources to get the support you need now.'

Get immediate help

Suicide & Crisis Lifeline
Available 24/7 for immediate support and resources
* *Se habla español*

Call 988
Text 988
Chat online

Crisis Text Line
Connect with a trained crisis counselor 24/7
* *Se habla español*

Text 741741

More resources

National Helpline for Substance Abuse
Confidential help 24/7 for substance use concerns
* *Se habla español*

Call (800) 662-4357

National Domestic Violence Hotline
24/7 access to resources and support for survivors of domestic violence

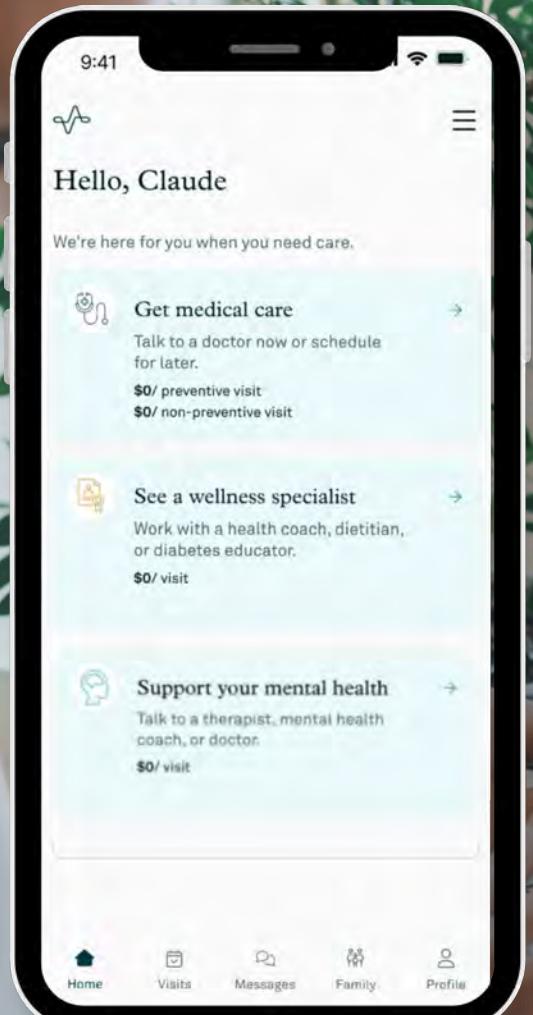
Call (800) 799-7233



First Stop Health & Tava Partnership

We partner with Tava Health to provide access to virtual mental healthcare with licensed professional therapists.

- Adds diversity and enhances accessibility to our existing network of providers
- Specialized support for teens so we can better serve our members' families



Prefer to talk to a person?

Just call **888-691-7867** to get connected to the best care for you.

The Digital Experience

Log onto firststopehealth.com or the mobile app to:

- Request a visit (**69% requests are via app!**)
- View, rate and listen to past visits
- Update profile and add family*
- Download sick notes

*Unless you'd like family addition turned off



Visit Follow-Up



Thanks for using virtual primary care! Here's what's next:

- You'll receive your visit summary via the message center. Your care team will email and text you when it's ready.
- If you need a lab order or referral, your care team will message you about that, too.
- Questions about your visit? [Get answers here.](#)

As always, your care team is here for you. [Schedule a visit](#) or [message us](#) anytime.

[Schedule Visit](#)

Get the mobile app.

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[Get App](#)



It's time to rest up!

If you have questions about your sick note, [we're here.](#)

[Get Sick Note](#)

Things to Know

- This note does not replace your employer-provided guidelines for work or school absences. Be sure to let your employer know.
- FSH cannot process short-term disability paperwork.
- We would love your feedback, so please [rate your visit.](#)

Want more time with a doctor?

Our expert team of primary doctors can provide ongoing care, specialist referrals, mental health care, ongoing prescriptions and more more. A visit costs \$0. Watch the video.

[Schedule Visit](#)



Medical Care

- **Urgent Care:** Immediate email and push notification with sick note (if applicable) and visit rating
- **Primary Care:** Immediate email with next steps + individual follow-up from care team if needed



Mental Health Care

- **Coaching & Therapy:** Immediate email with next steps and FAQs + individual follow-up from provider as appropriate
- **Mental Health Rx:** Immediate email with next steps + individual follow-up from care team if needed

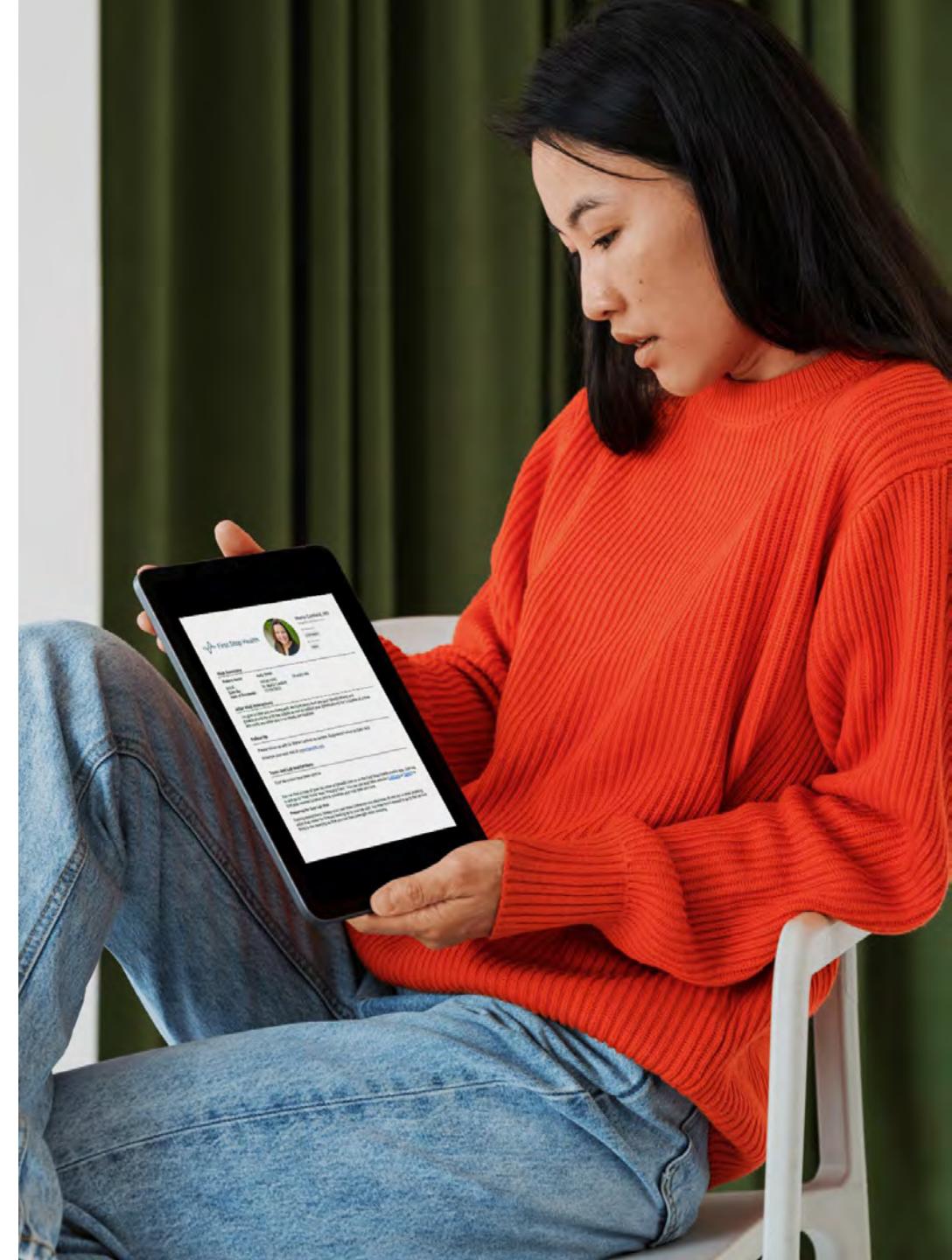
Additional Follow-Up

Primary Care

- Detailed summary and visit instructions for patients, including:
 - Lab visit information (if applicable)
 - Treatment provided, including Rx
 - Suggested preventive screenings
 - Other instructions
 - Time of follow-up visit
- Specialist referrals sent via message center

Mental Health Care

- Schedule visit with primary care doctor for Rx
- Referral to higher level or different type of care





Coordination of Care



Labs & Imaging

Direct order to in-network lab and imaging facilities

Results returned into EMR

Patients receive follow-up from FSH care team



Referrals

Referrals to in-person, in-network specialists and other employee benefits

Considerations of availability, proximity, convenience and patient preference



Prescriptions

Prioritize generics, low-cost alternatives

No controlled substances

Medication interactions captured



Prescriptions

Urgent Care Rx

Common drugs (allergy meds, antivirals, steroid creams, etc.)

Emergency refills of maintenance medications

And more!

Primary Care Rx

Ongoing conditions (hypertension, diabetes, high cholesterol, etc.)

Sexual health (birth control, ED, STIs and more)

And more!

Mental Health Rx

Common medications for anxiety & depression

And more!

Patient safety is our priority.



First Stop Health

Now

Your prescription has been sent to CVS
Store #26251 in Chicago, IL. Questions?
Tap to contact us.

Medication will be prescribed ONLY if it's safe and appropriate as determined during the time of the visit. Telehealth providers cannot prescribe medications on the DEA list of controlled substances (narcotics, benzos, amphetamines, etc.). [Prescription policy.](#)



24/7 Member Services

Don't wait for help!
After go-live, members should contact member services for log-in issues. They're available 24/7 and on weekends and holidays.

- app.fshealth.com/contact-us/
- 888-691-7867

