



Care for the Whole Person



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!

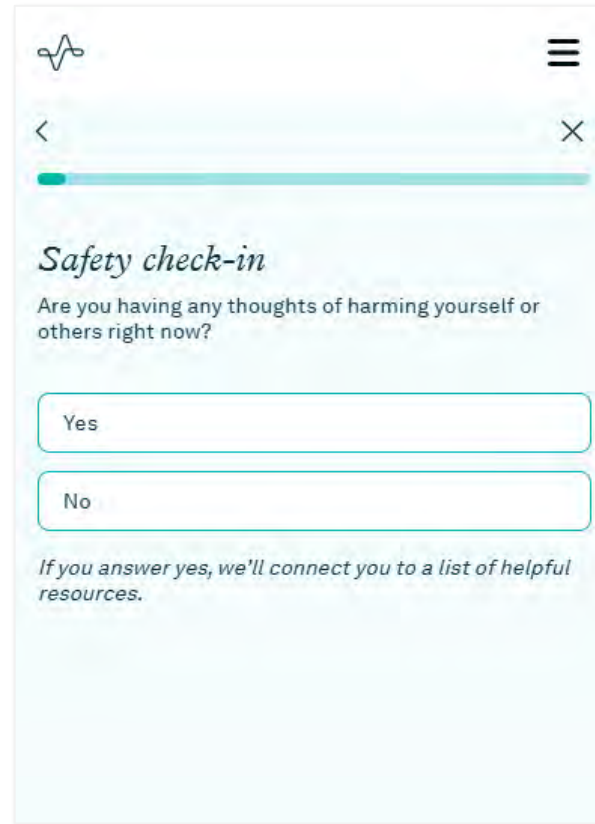
- 1 Log into the **mobile app**, visit our site **firststophealth.com** or call **(888) 691-7867**.
- 2 **Claim account** using the last 4 digits of your SSN
- 3 Choose the **type of care** you need.
- 4 Answer a few **quick questions** before getting scheduled. Our intake process takes <5 minutes.
-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



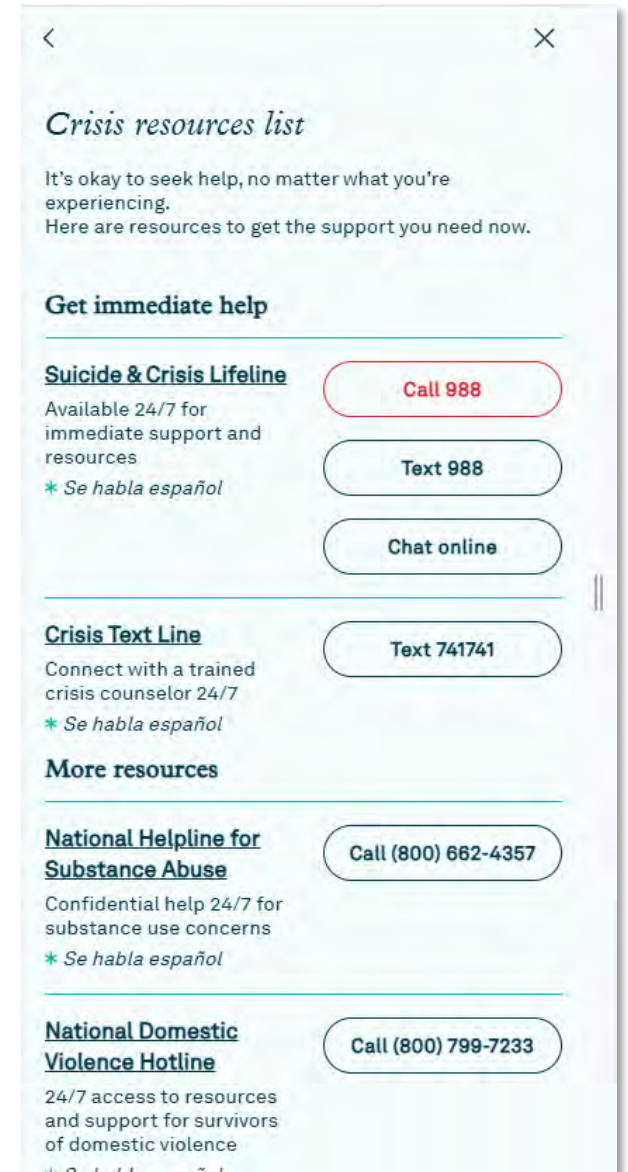


Crisis Management

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.



A mobile app interface for a safety check-in. At the top is a header bar with a heart rate line icon on the left and a hamburger menu icon on the right. Below the header is a navigation bar with a back arrow on the left and a close 'X' icon on the right. A teal progress bar is positioned below the navigation bar. The main content area is titled 'Safety check-in' in a bold, italicized font. Below the title is the question 'Are you having any thoughts of harming yourself or others right now?'. There are two input fields: 'Yes' and 'No'. Below the 'No' field is a note: 'If you answer yes, we'll connect you to a list of helpful resources.'



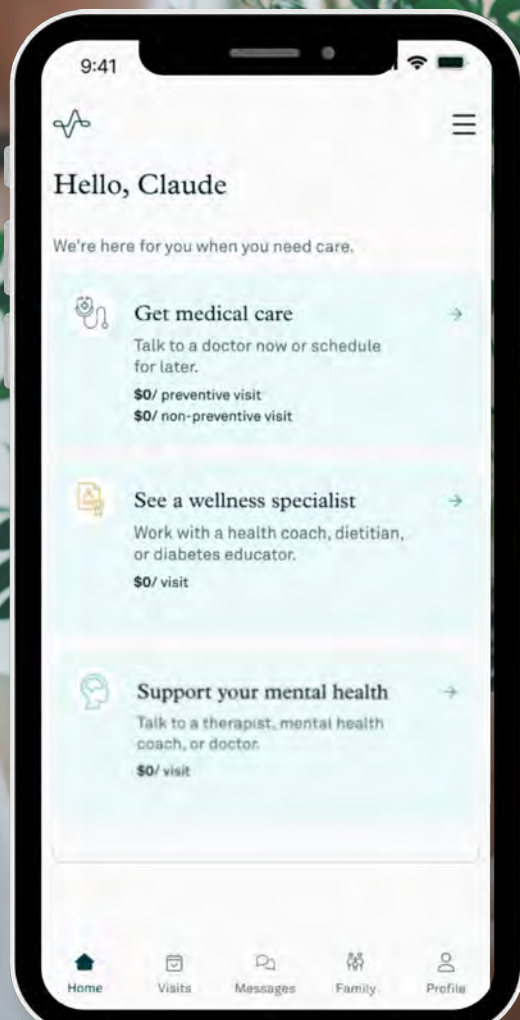
A mobile app interface showing a list of crisis resources. At the top is a header bar with a back arrow on the left and a close 'X' icon on the right. The main content area is titled 'Crisis resources list' in a bold, italicized font. Below the title is a paragraph: 'It's okay to seek help, no matter what you're experiencing. Here are resources to get the support you need now.' Below this is a section titled 'Get immediate help'. Under this section are three resources: 'Suicide & Crisis Lifeline' with buttons for 'Call 988', 'Text 988', and 'Chat online'; 'Crisis Text Line' with a button for 'Text 741741'; and 'National Helpline for Substance Abuse' with a button for 'Call (800) 662-4357'. Below these is a section titled 'More resources' with two more resources: 'National Domestic Violence Hotline' with a button for 'Call (800) 799-7233' and another resource partially visible at the bottom.



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



The Digital Experience

Log onto firststophealth.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


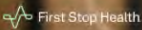
Prefer to talk to a person?

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

*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.


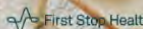
[Schedule Visit](#)

Get the mobile app.

- 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.

[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

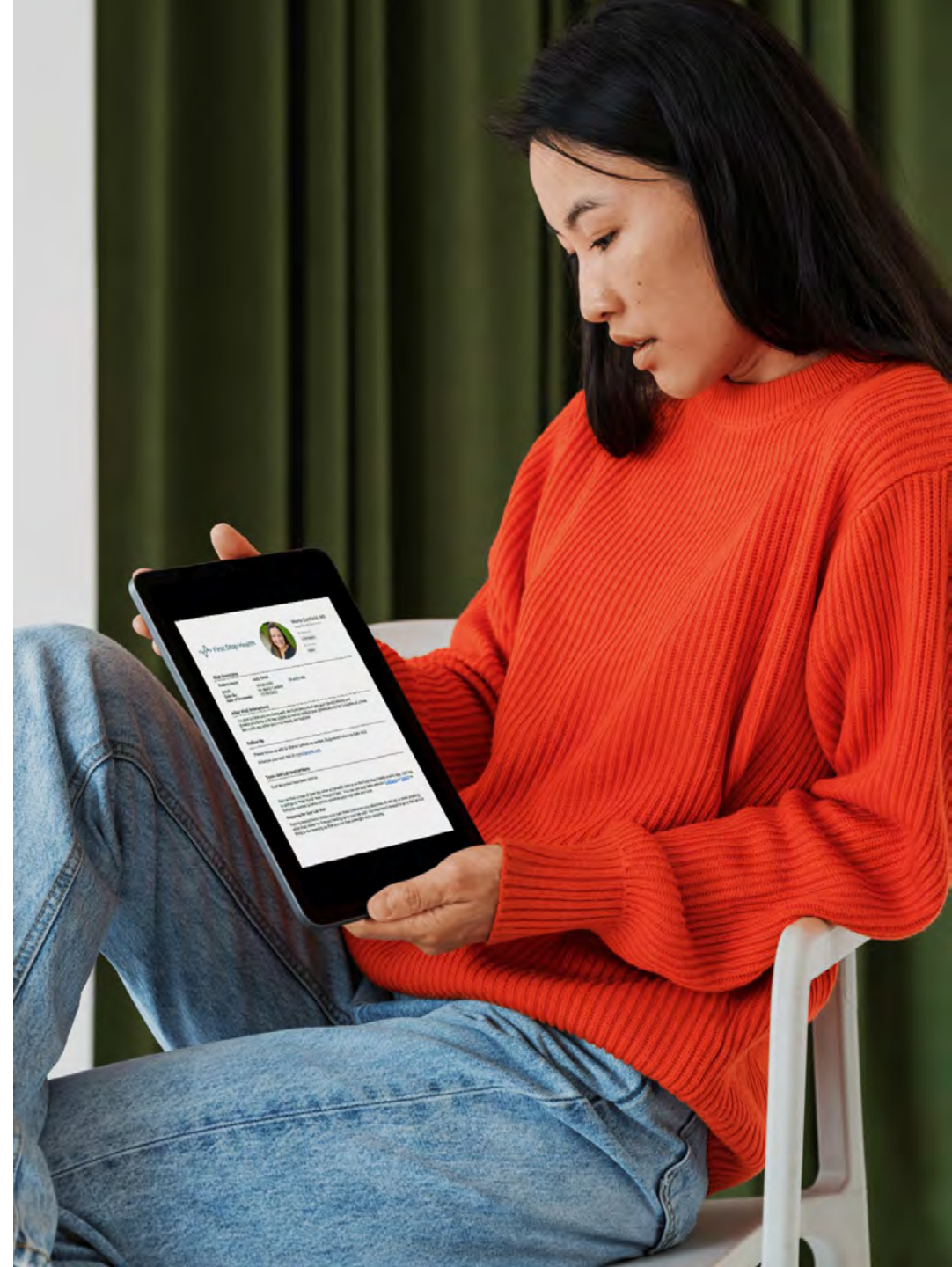
Additional Follow-Up

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!



First Stop Health

Now

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



Patient safety is our priority.

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

