



Virtual Primary Care

Delivering urgent, preventive and chronic care that patients love

First Stop Health (FSH) Virtual Primary Care provides convenient, fast and affordable access to high-quality healthcare for members. We help patients via app, website or phone with urgent, preventive and chronic care needs in all 50 states. FSH helps employers reduce the risk of high-cost healthcare claims.

Virtual Primary Care removes common obstacles of in-person office visits such as lengthy travel times, unnecessary paperwork, long wait times for visits and unknown costs. Instead, we provide virtual access to:

Urgent Care

Patients get 24/7 access to doctors who connect with them in <3 minutes on average for non-emergency, everyday healthcare issues

Preventive Care

Patients can schedule virtual visits with a preferred doctor for routine wellness screenings with coordinated care for lab, imaging and procedure orders

Chronic Care

Patients can schedule virtual visits with a preferred doctor for the management of ongoing health issues, follow-up from urgent care, post-ER or hospital discharge follow-up



All appointments with FSH doctors, regardless of need, run outside the medical plan and do not apply toward healthcare claims.



How It Works

Patient Access

- **Custom Employee Engagement** – FSH drives usage with custom communications using member personas (age, gender, dependents and healthcare needs) that we fund, organize and deploy.
- **Schedule Appointments** – Patients can schedule virtual visits with their preferred doctor within the FSH virtual group practice.

Clinical Support

- **Wellness Screenings** – Age- and gender-specific screenings are available and patients are alerted when they arise.
- **Medication Management** – FSH doctors use integrated prescription drug resources with a focus on low-cost alternatives, interaction review and healthcare outcomes.
- **Lab Orders, Imaging & Procedures** – FSH doctors coordinate care for laboratory, imaging and other procedures, when necessary.
- **Referrals to Specialists** – FSH doctors refer patients to in-network specialists and coordinate follow-ups with patients.

Results

- **High Utilization** – FSH drives utilization for urgent and preventive care needs to help identify chronic care conditions before they arise and treat chronic conditions, so they don't escalate.
- **Client Reporting** – FSH captures aggregate patient clinical data to augment claims and provide key usage and health trends. FSH also reports on steerage to targeted employer programs (e.g., smoking cessation, metabolic syndrome, etc.)
- **Performance Guarantee** – FSH is one of the only digital health providers to contractually guarantee performance, ensuring high value for our clients and members.