



## General FAQ

### **What is Bastion Health?**

Bastion Health is the first and most complete specialty digital clinic focused on male health. We solve the problem of limited access to comprehensive and convenient reproductive and prostate health care for men. By providing at-home testing, virtual specialty consultation, treatment, and care navigation, we empower male employees to take control of their health conveniently, privately (HIPAA protected) and at low or no cost.

### **Is Bastion a healthcare provider? Do I speak with a doctor?**

Yes, all consultations with Bastion Health providers are completed through the convenience of your mobile phone and app. Bastion connects you with live care coordinators and medical doctors to complete video telehealth visits through the Bastion Health app, all from the comfort and privacy of your own home.

### **Do I work with the same nurse practitioners and Urologists?**

The Bastion Health App empowers you to freely choose to consult with a variety of providers during times that work best for you. To give you the best care possible, we believe in care continuity with the same Nurse Practitioner and Urologist for your ongoing plan of care. If you would like to request a different provider, we are more than willing to accommodate.

### **What if I don't want a test and I just want to speak to a urologist?**

Your first visit with a nurse practitioner will include specific screening questions that can determine the urgency or necessity of testing. They can help you make an informed decision about your next best step.

### **I just got a lab done before starting with Bastion. Can I use these results to speak with a Urologist?**

While Bastion's at-home test kit prevents concerns over the source, integrity and recency of the sample, a nurse practitioner would have to ensure that these issues are not of concern with your previous lab results. Regardless, our skilled providers will help you make informed decisions based on any lab result.

## **I just sent in my test kit. How long does it take to get the results?**

It takes our labs around 3 business days, on average, to process test kit results after they've been delivered, but this can take up to a week. With express 2-day shipping as the default for each Bastion Health test kit, you can expect to receive your results in a timely manner.

## **When is a second opinion appropriate?**

Any time you want a second opinion, it is appropriate. If you have additional questions and want to be comfortable with a treatment plan, concerns over a previous diagnosis, or just seek an additional perspective, it is important to have alternative insights.

## **What other men's health services does Bastion provide?**

Holistic care is very important at Bastion Health. In the event that imaging or an outpatient referral is required, we are capable of referring you to appropriate care. Today Bastion supports prostate, bladder and colon cancer screenings, sexual health, hormonal health, prostate enlargement, male infertility and UTI care and diagnosis.

## **What if I want help administering a Bastion home test or screening?**

Bastion Health is partnered with LabCorp, a testing service with multiple locations around the nation. If you prefer help to complete our at home kit, please reach out to our care team so we can order your in-person test at a lab convenient for you. There is no cost for this service to members.

## **Reproductive FAQ's**

### **What Reproductive Health services does Bastion offer today?**

Reproductive Health services include a comprehensive, patient-tailored assessment, including an semen analysis and hormone panel, virtual consultation with a urologist and dedicated support from our care team.

### **What is Bastion testing to assess my reproductive health?**

We assess a range of parameters, including sperm count, motility, morphology, and male fertility hormone.

### **Won't my sperm die on the way to the lab?**

No, our high-priority shipping ensures that samples will be delivered to the lab within 2 business days. If you collect and ship your sample out in the same morning, the preservation solution included in your kit will keep it viable.

### **What happens to my semen sample after it is sent to the lab?**

Your sample will be tested for factors relevant to your health and destroyed after all processing has occurred.

## **Prostate FAQ's**

### **How does Bastion support Prostate Health?**

We provide a comprehensive assessment of your prostate health, which encompasses Prostate-Specific Antigen (PSA), consultation with a urologist, and guidance on maintaining prostate health.

### **What parameters are you testing to assess my prostate health?**

We primarily assess PSA levels, as well as other relevant markers, through a urinalysis and hormone panel to gauge your prostate health.