



first stop health®

**Virtual Counseling and
Telemedicine Introduction**

NCISIT



Telemedicine and Virtual Mental Health Solution



Confidential diagnosis and treatment are provided conveniently via **phone and video**.



Get connected to a doctor or counselor in **MINUTES!** Available at any time, **24/7**.



Easy to use mobile app! Get help at home, work, or when traveling.



When appropriate, a doctor may prescribe a **medication**.



Doctors and counselors licensed in **50 states**. Use FSH from home, work, or when traveling.



No cost to medical-enrolled employees or their immediate family members!

65%

of consultations result
in a prescription

Sore Throat

Skin Rash / Injury / Infection

Other Medical Question

Stomach Pain/Issue

Other Skin Issue

Urinary Tract Infection

Pink Eye

Flu

Sinus Issue

Tooth Ache

Rx Refill

Other Eye Issue

Body Injury or Pain

Yeast Infection

Ear Ache

Cold Sore / Herpes

Allergies

Medication Question

Other Gynecologic Issue

Cough

Life Stress

Family Issues

Anxiety

Grief

Parenting Stress

Lifestyle Changes

Relationship Issues

Other Concerns

Work Stress

Depression

Substance Use

Not sure if it can be treated?

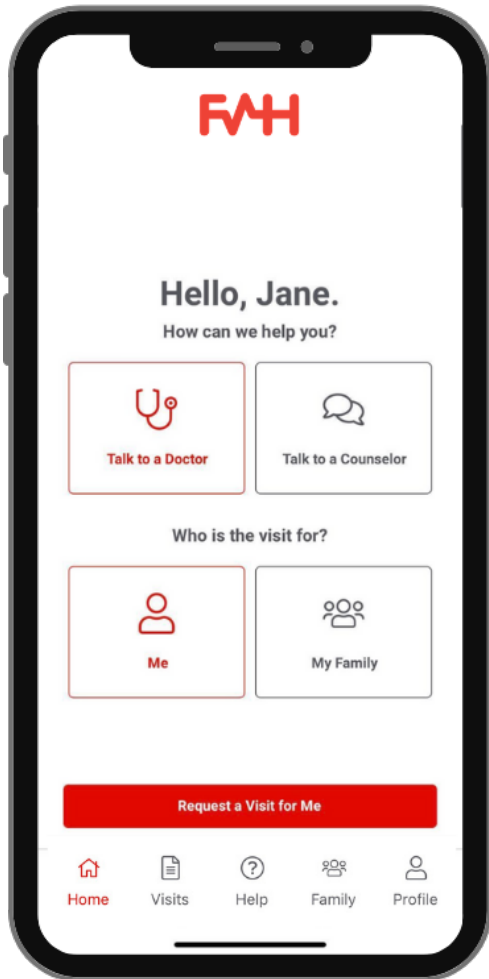
- Err on the side of care!
- Request a visit to ask medical questions to a certified doctor.
- Doctors can advise on next steps for your medical concern.

3 Ways to Request a Visit

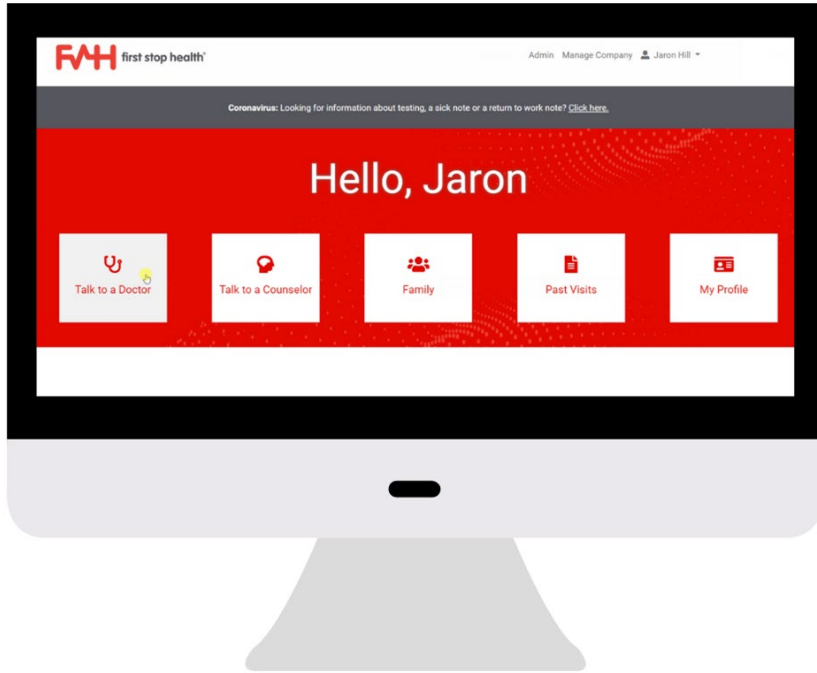
Mobile App

With the app, you can:

- Request a telemedicine or counseling visit
- Add and manage family members
- Update preferences and information
- Contact FSH
- Rate your visit
- View doctor visit information
 - Listen to past visits
 - Review doctor instructions
 - Download your sick note

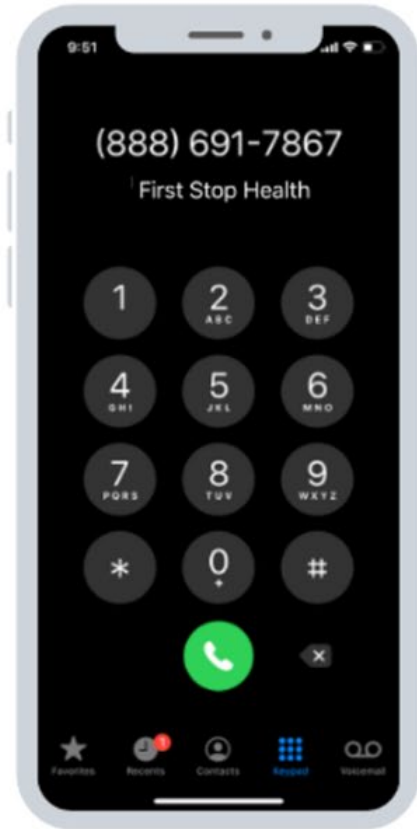


Dashboard



Same features as on app!
www.fshealth.com

Just Call!



Call 888-691-7867

Save our number now!



Telemedicine

- Doctor calls patient directly using the phone number provided during intake.
- Video consults must be completed via mobile app.
- Receive a text message/email with a link to enter the secure video exam room



Counseling

- Intake counselor calls member directly using the phone number provided during intake to schedule first appointment with matched counselor.
- Matched counselor calls member at the specified appointment date and time (typically between 8 a.m. and 8 p.m. Monday-Friday).
- Counselor and member decide on schedule of calls moving forward.
- Ability to initiate video calls.

Prescription Information

- Patients never have to wonder what's going on with their prescription.
- Patients receive SMS and/or email notifying when a Rx is sent to preferred pharmacy.
- If there is every any issue with a Rx, employees can call 888-691-7867. Help is available 24/7.

Watch the 1-minute overview videos!

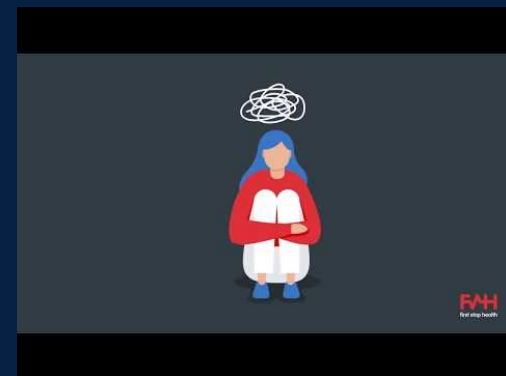
Talk to a Doctor

<https://youtu.be/y-gMYDdQxSE>



Talk to a Counselor

<https://youtu.be/Gc62jgrC-4w>



Need help troubleshooting?

For pharmacy questions, issues logging in, and any help you may need, our team is available.

- **App:** Click the “Help” tab
- **Call:** 888-691-7867 and press 2
- **Email:** member_services@fshealth.com