



# Virtual Primary Care

## A virtual medical home

In the pursuit of making populations measurably healthier and to lower healthcare costs for employers, First Stop Health's Virtual Primary Care solution offers a holistic care experience. Patients can have more interactions with a more robust, certified clinical network to address a broader spectrum of health risk.

## Virtual Primary Care

- Includes urgent care for episodic, non-emergency issues
- Preventive care aligned with USPSTF\* age- and gender-based screenings
- Ongoing chronic disease management (i.e. diabetes, MSK, hypertension, etc.)
- Smart referrals for in-network care when in-person care is needed
- Reminders & hands-on follow-up on treatment plans
- Steerage to other employer-sponsored benefits & billing question support

## Virtual Primary Care Difference

### Employee Engagement

We organize, implement, and fund custom, persona-based employee engagement campaigns



### Performance Guarantees

We guarantee success of our solutions and put 100% of client fees at risk



### Amazing Patient Experience

Schedule 24/7, support as soon as next day. All members are pre-registered and just need a few things to access their account.



# Virtual Primary Care: Enhancing Care that People Love®



## Urgent Care

24/7 access to caring board-certified doctors. Using our mobile app, website, or with a phone call, patients avoid waiting rooms and paperwork.



## Preventive Care

Virtual visits for routine screenings with coordinated care for lab, imaging, and procedure orders. Preventive care tactics aligned with USPSTF recommended age- and gender-based screenings.



## Chronic Disease Management

With support from our PCPs, diabetes educators, nutritionists, and certified health coaches, patients can manage major conditions like cardiovascular disease, diabetes, substance use, weight loss, etc.



## Clinical & Benefit Navigation

Care coordination and referrals based on cost and quality. Registered nurses to support benefits and billing questions, as well as proactive follow-up.



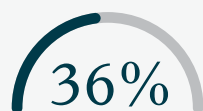
## Specialist Support for Wellness

Access to certified diabetes educators, registered dietitians, & certified health coaches for things like tobacco cessation, pregnancy support, weight loss, etc.

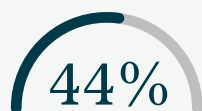
## Patient Testimonial

“The doctor is incredibly knowledgeable and provides a thorough understanding of specific medical conditions. She takes time to explain results of tests to ensure I am informed about my healthcare journey. She listens to my medical concerns that are physical and mental, and she provides excellent guidance based on those concerns! **I have never had such a hands-on healthcare experience with any other doctor in my 57 years.**”

*First Stop Health Patient*



of Patients  
decreased A1c  
by 1+ points



of Patients  
lost weight and an  
average  
of 12 pounds



Average  
Utilization  
driven by persona-  
based messaging



of Patients  
lowered blood  
pressure & stabilized  
glucose after 5 visits