

Leadership Best Practices

How to champion inclusive care



Inclusive care ensures every team member feel seen, supported, and safe. As a leader, you play a key role in making sure they know First Stop Health is care made just for them. Here's how to lead the way:

1

Use Inclusive Language

When you talk about healthcare, make sure your words welcome everyone. Remind your team that First Stop Health is confidential, judgment-free, and available to all, no matter their background or health journey.

2

Normalize Seeking Care

When leaders talk openly about using virtual care, it helps reduce stigma and encourages others to take the first step. Schedule a visit and try it out!

3

Make Access Easy

We regularly communicate with your team about virtual care. What makes an even bigger impact is your support—reinforcing the value of the benefit and creating space for conversations about how to use it.

4

Lead with Compassion

Support your team by encouraging flexibility for virtual appointments and reminding managers that health needs vary. Inclusive care means meeting people where they are, and showing empathy every step of the way.