

First Stop Health: Physician Platform Resource



Updated 05/16/23

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Please use this as a reference to aid in navigation of the First Stop Health platform/consults.

- ▶ ACH form for direct pay method
 - ▶ Part of credentialing process
- ▶ Payment: 15th of the month for the PREVIOUS month's consults
 - ▶ April 15th pay = total consults done in March
- ▶ Payment summary is sent monthly

Payment Summary (example):

Completed Phone Consults: 0 x \$25
+ No Answer Phone Consults: x \$10
+ Video consults: 0 x \$28
+ Monthly Incentive Payment:
This total is the incentive amount in excess of base rate
+ Manual Edits: 0
Additional payments as a result of system/miscellaneous issues
= Total Monthly Payment: \$

- ▶ Any questions regarding payments or ACH, email jbutler@fshealth.com

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Physician Policies

Physician Policies

- ▶ <https://www.fshealth.com/doctor-policy>
 - ▶ Prescription policies
 - ▶ Sick note policies
 - ▶ COVID-19 policies

Access this via the provider's dashboard "Physician Policy Page"

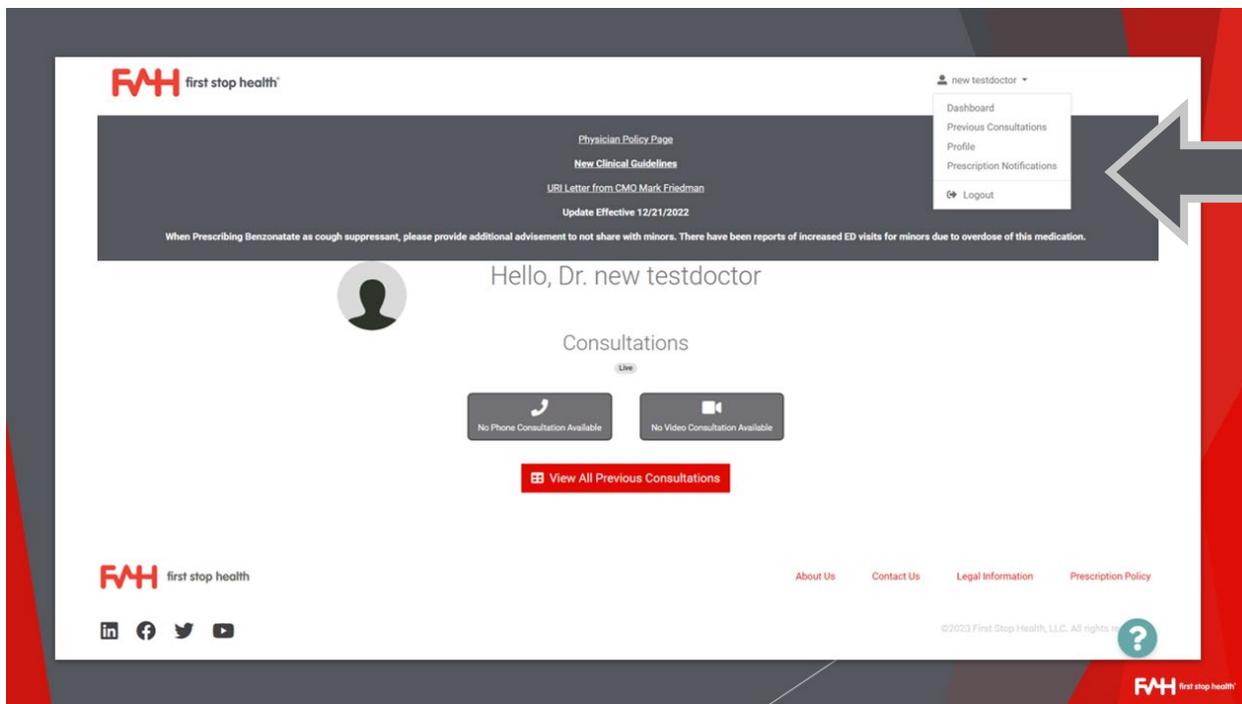


Physician Workflow Tips

The image shows two screenshots of the fshealth.com website. The top screenshot shows the homepage with a navigation menu and a 'Get Started/Log In' button highlighted by a grey arrow. The bottom screenshot shows the login page with a 'First Stop Health Login' form and a 'Log In' button highlighted by a grey arrow.

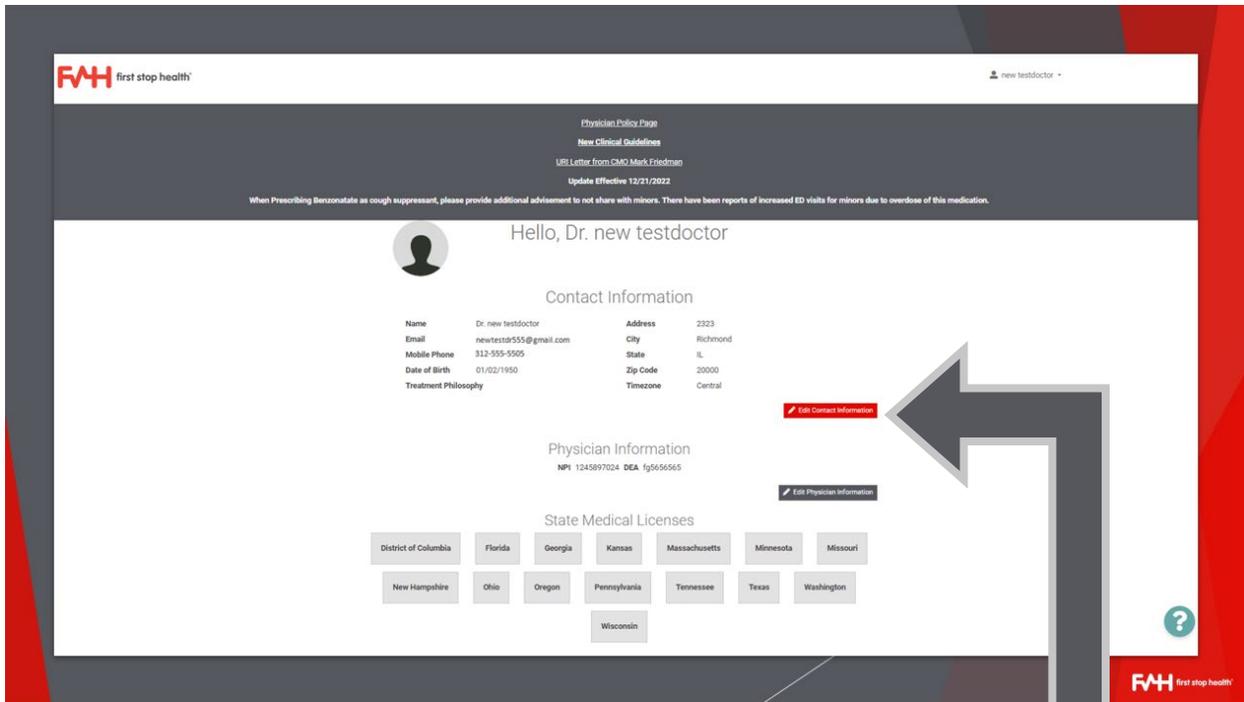
Go to fshealth.com & click "Get Started/Login"

Login to First Stop Health to claim consults



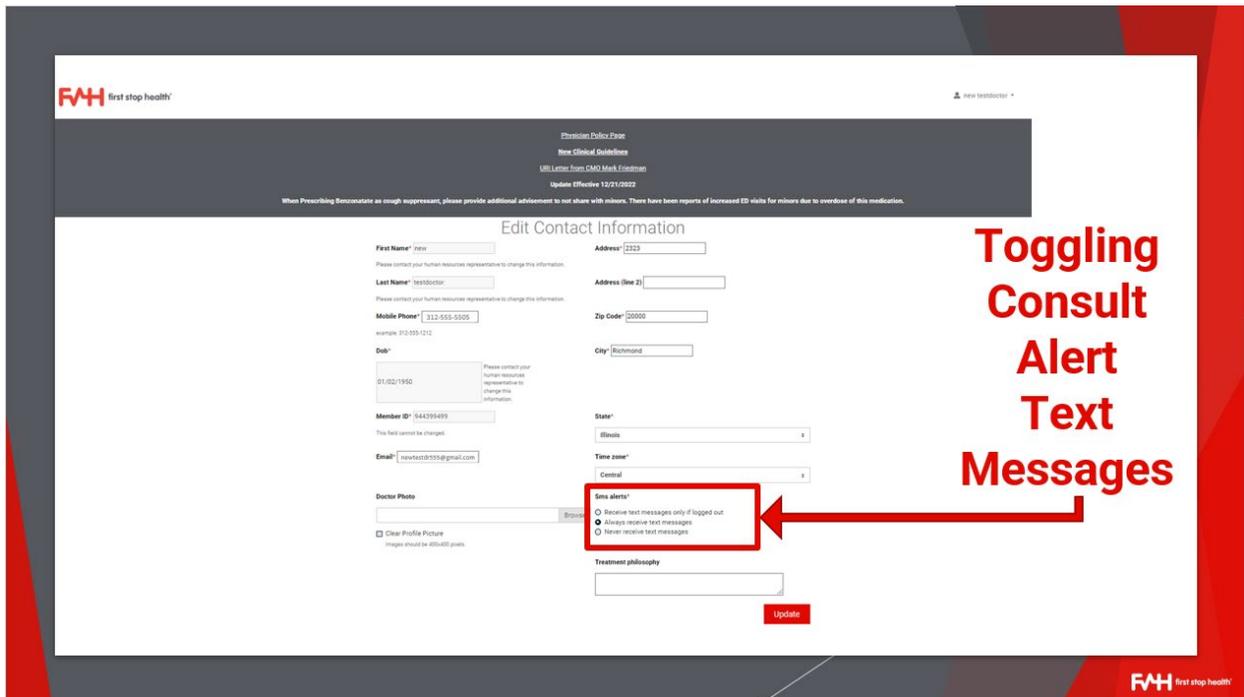
Navigation of the dashboard homepage

- ▶ Gray bar at the top - updates with helpful links to information (i.e., physician policies)
- ▶ Click on your name in the upper right -hand corner for the drop -down menu to appear.
 - ▶ 1st option is dashboard- this is the dashboard but if you are on a different page, then this will be how you get back to the dashboard.
 - ▶ 2nd option is previous consultations- this will allow you to look back at any consults you have completed, and you can edit documentation here or call back patients within 24 hours of the original consult.
 - ▶ 3rd option is profile- this allows you to view your information and toggle text alerts you receive for available consults.
 - ▶ 4th option is prescription notifications- this is where you can view notifications about prescriptions
 - ▶ 5th option is logout - how you can logout when finished



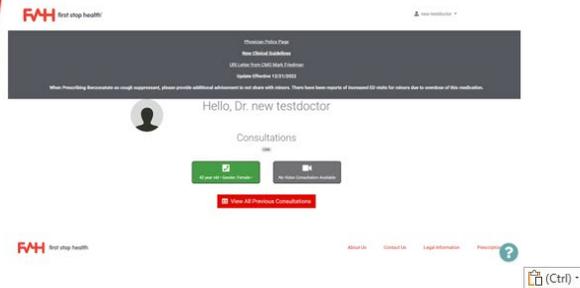
Profile page:

Click the red button that says, “edit contact information,” then you will be brought to the next screen where you can edit information as well as your text alerts for consults.

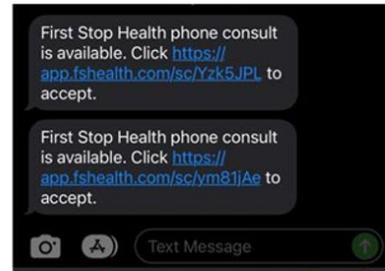


Consult Alerts

- ▶ Web-based physician dashboard

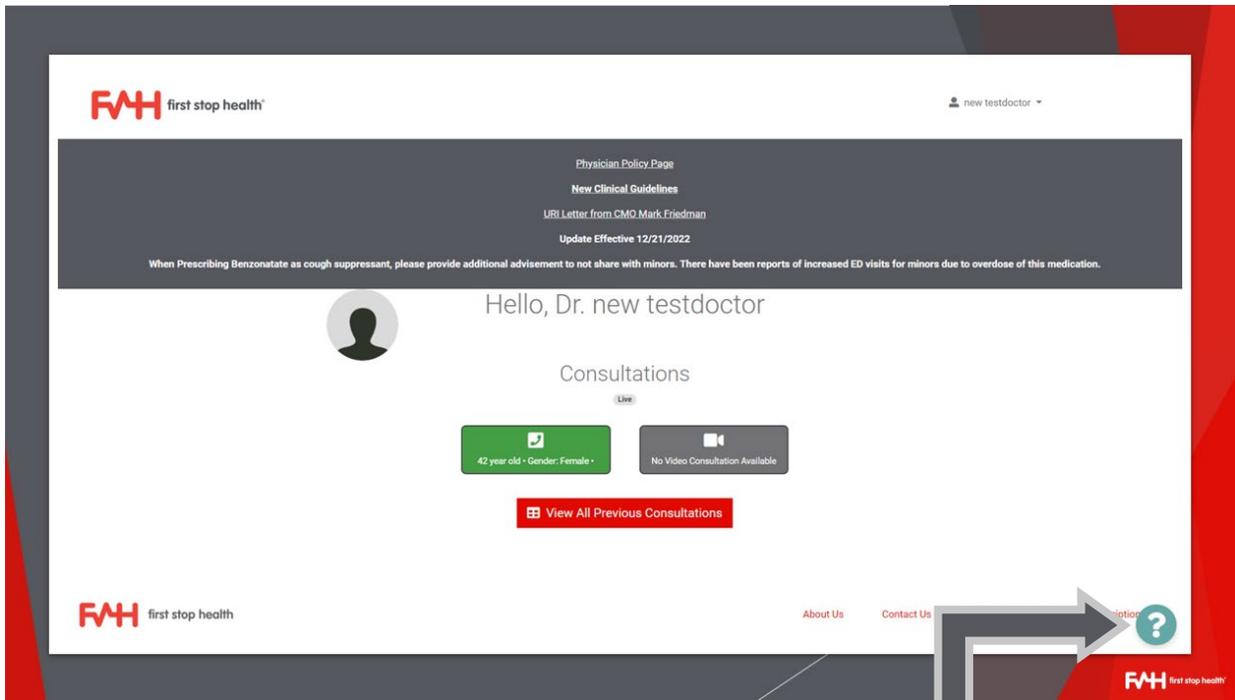


- ▶ Text message (delayed notification compared to physician dashboard)



If a consult is no longer available, it is most likely due to another physician claiming it

More tips on following pages



Click the blue-ish question mark icon in the bottom right for physician services for support.

= Physician Services

- ▶ Visit ID will auto fill if you are in a consult.
- ▶ If you want follow up on an issue ticket, please indicate it in the body of the message.
- ▶ 24/7 support

Encounter Notes → Prescription → Encounter Complete

| | | | | | |
|--------------|----------------------------|-----------------------|--------------------|-----------------|-----------|
| Visit Date | Wed, 9/28/22 5:55 a.m. CDT | Status | Assigned | Visit ID | 15795 |
| Patient Name | Jane Doe | DOB | Jan. 01, 1990 (32) | Height | 5 ft 9 in |
| State | IL | Sex Assigned at Birth | Female | Gender Identity | Female |
| Weight | 175 lbs | Symptom | Bug Bite | | |
| | 79.5 kg | | | | |
| BMI | 25.8 | | | | |

Pharmacy: CVS/pharmacy #8910 - CHICAGO 205 N COLUMBUS CHICAGO, IL 60601 312-861-0315

Has primary care? No Has counseling? No

Time to call: 3:26

Member has previously logged in to FSH at Sept. 28, 2022, 5:55 a.m.

I have verified the patient's name, date of birth, and received parent/guardian permission if minor. I have reviewed the patient's current medications, allergies, and medical conditions.

[Dial Patient](#) [Left Voicemail](#) [Patient Answered](#)

If patient does not answer, leave voicemail. "Dial patient" will be **unavailable for 90 seconds**, after this you may attempt to call again.

I have verified the patient's name, date of birth, and received parent/guardian permission if minor. I have reviewed the patient's current medications, allergies, and medical conditions.

[Dial Patient](#) [Left Voicemail](#) [Patient Answered](#)

Past Consultations

No past consultations to display.

| Current Medical Condition | Allergies |
|---|--------------------------------|
| COVID 19 - Fully Vaccinated and Boosted | Amoxicillin |
| Edit Medical Conditions | Edit Allergies |

Current Medications

| Medication | Added Date | Source | Action |
|------------|------------|--------|--------|
| No results | | | |

Documentation

Encounter Notes

By Policy & Help

Prescription
 Yes No

Subjective/Objective
Click to Add Notes

NOT VISIBLE TO PATIENT

DX
DX

Plan/Patient Instructions

PATIENT FACING

Work/School absence (**Required)
FSH sends a text message link to log into the application and view the sick note once the consult is closed.

Yes No
 Backdate One Day

I recommend the patient have limited contact with others for 1 day
This means that contact will be limited for September 29 only.

Work/School
Absence

Outcome

This field is for internal FSH records only, not patient medical records. FSH measures patient outcomes and seeks to measure when telemedicine helps patients avoid in-person physician visits. Did you instruct the patient for definite follow up with one of the following?

Treatment and/or advice provided - no immediate E/u if issue resolves

Would you like to contact First Step Health about this consult? (Optional)

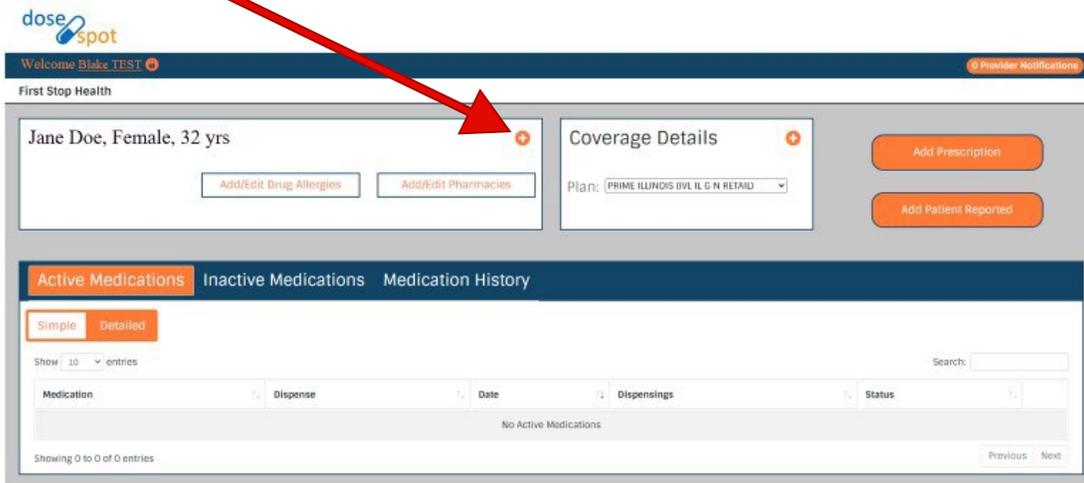
Yes No

Next →



DoseSpot Workflow

Click  to see the pharmacy



Jane Doe, Female, 32 yrs

Add/Edit Drug Allergies Add/Edit Pharmacies

Coverage Details

Plan: PRIME ILLINOIS (OVL IL G N RETAIL)

Add Prescription

Add Patient Reported

Active Medications Inactive Medications Medication History

Simple Detailed

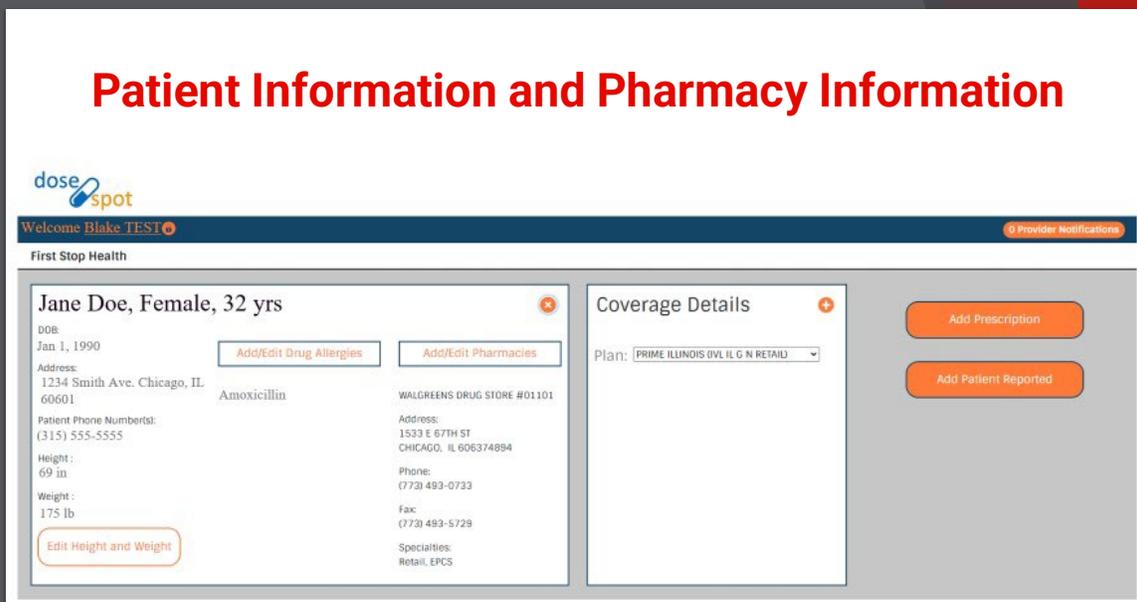
Show 10 entries

| Medication | Dispense | Date | Dispensings | Status |
|-----------------------|----------|------|-------------|--------|
| No Active Medications | | | | |

Showing 0 to 0 of 0 entries

DoseSpot allows you to see the patient's pharmacy AND allergies.

Patient Information and Pharmacy Information



Jane Doe, Female, 32 yrs

DOB: Jan 1, 1990

Address: 1234 Smith Ave, Chicago, IL 60601

Patient Phone Number(s): (315) 555-5555

Height: 69 in

Weight: 175 lb

Edit Height and Weight

Amoxicillin

WALGREENS DRUG STORE #01101

Address: 1533 E 67TH ST CHICAGO, IL 606374894

Phone: (773) 493-0733

Fax: (773) 493-5729

Specialties: Retail, EPCS

Coverage Details

Plan: PRIME ILLINOIS (OVL IL G N RETAIL)

Add Prescription

Add Patient Reported

Drug/Allergy Interaction WARNING

Drug/Allergy Interactions

This patient is allergic to Amoxicillin.

Pending Medications

Select All

Search:

| | Medication | Dispense | Date | Refills | Prescriber (Agent) | Pharmacy | |
|--------------------------|--|-----------|--------------|---------|--------------------|----------|-----------|
| <input type="checkbox"/> | Amoxicillin 500 mg tablet Effective Date: Aug | 5 Tablets | Aug 24, 2022 | 0 | Blake TEST | Lotus RX | Actions ▾ |

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Please double check patient allergies/current medications PRIOR to prescribing.

Medication History on DoseSpot

Active Medications

Inactive Medications

Medication History

Patient's Medication History

Disclaimer: Certain information may not be available or accurate in this report, including items that the patient asked not be disclosed due to patient privacy concerns, over-the-counter medications, low cost prescriptions, prescriptions paid for by the patient or non-participating sources, or errors in insurance claims information. The provider should independently verify medication history with the patient.

Patient has given consent to retrieve medication history

Show Medication History

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Medication history can be pulled into DoseSpot, but **verbal patient consent must be obtained prior to doing so**. Results may take a couple of minutes.



Previous consults can be visualized from the dashboard. Documentation can be edited on consults via previous consults.

