

First Stop Health: Physician Video Resource



Updated 05/16/23

FSH first stop health

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

This document shows only the parts of the consult flow that are different than the phone consult flow. Please see the FSH Physician Platform Resource for more information.



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 Video Workflow Tips

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Claiming a Video Consult

FH first stop health new testdoctor

Physician Policy Page
New Clinical Guidelines
LRI Letter from CMO Mark Friedman
Update Effective 12/21/2022

When Prescribing Benzonatate as cough suppressant, please provide additional advisement to not share with minors. There have been reports of increased ED visits for minors due to overdose of this medication.

Hello, Dr. new testdoctor

Consultations

No Phone Consultation Available | 29 year old - Gender: Male

View All Previous Consultations

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Click the green box with the video icon to claim/self assign a consult

Video Consult

Encounter Notes → Prescription → Encounter Complete

Visit Date	Thurs, 2/9/23 11:53 a.m. CDT	Status	Closed	Visit ID	430058
Patient Name	Jane Doe	DOB	Jan. 01, 1990 (33)	Height	5 ft 9 in
State	MO	Sex Assigned at Birth	Female	Gender Identity	Female
Weight	175 lbs 79.4 kg	Symptom	Bug Bite	Pharmacy	WALGREENS DRUG STORE #06472 - SAINT LOUIS 4218 LINDELL BLVD SAINT LOUIS, MO 63108 314-371-4286
BMI	25.8	Has primary care? Yes		Has counseling? Yes	
Photos Uploaded	430058_1.jpeg	Send Photo Upload SMS			

If the member has counseling as seen above, they will be able to place a counseling visit through the FSH app or web portal using the "Talk to a counselor" link on their dashboard.

Member has previously logged in to FSH at Feb. 9, 2023, 11:02 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
Enter Video Exam

Video calls will allow you to look at the same patient data as phone calls. The main difference is the buttons that are available.

Video Consult Workflow

- ▶ Click on "Enter video exam," this opens the video in another window so that you also view the patient chart if needed.
- ▶ When you enter the video exam room, **wait 2 minutes** for the patient to join you.
- ▶ If, after 2 minutes, the patient does not show up, then click "Dial Patient" to call the patient's phone.
- ▶ If you are unable to complete the visit on video but are able to talk to them on the phone, you can do so; however, if you feel the video is necessary to complete the consult, submit an issue ticket so our team can help the patient get connected.
- ▶ If you can't get the video to work and choose to do a phone consult instead, you will need to dial the patient twice and leave a voicemail before being released from the consult.
- ▶ No matter if the patient shows up or not, you will be compensated.
- ▶ CLOSE the video tab on your computer when you are finished, or it will continue to record you.

Video Consult Outcomes

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?*

Select Referral

I was able to complete the consult with the member on video*

Yes
 No

If yes, did you experience any of the following issues?

Poor Video Quality
 Poor Audio Quality
 Patient could not hear me
 Patient could not see me
 Patient no show
 I could not see the patient
 I could not hear the patient
 I could not enter the video exam room

Check all that apply.

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

Yes
 No

Next →

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Outcomes section on video calls is slightly different from phone visits as it asks if you were able to complete the consult on video and if yes, to check off any issues you had during the video call.