VIRTUAL PRIMARY CARE SUCCESS STORY

Removing Language Barriers



Michelle

Michelle is a 38-year-old female and a primarily Spanish speaker.

With First Stop Health Virtual Primary Care, employers can support employee's health by providing access to cost-free, easily accessible healthcare. For one patient, FSH Virtual Primary Care guided her through her healthcare journey and advocated for her health.

Problem

Michelle had been neglecting her healthcare needs because she couldn't find an available appointment with a nearby doctor who spoke Spanish and was accepting new patients.

Solution

Michelle scheduled an appointment with First Stop Health, and the intake process was completed. During the appointment, she openly discussed her concerns about fertility. To ensure her comfort and effective communication, the appointment was conducted with a Spanish interpreter.

Lab work revealed Michelle's high cholesterol and prolactin levels, and an ultrasound indicated the need for OBGYN guidance. Subsequently, lab work and a pelvic ultrasound were also performed.

Result

A follow-up letter was sent to Michelle. Requests for lab work were sent to Quest, and a pelvic ultrasound was scheduled through an in-network imaging facility.

A follow-up appointment with a Spanish interpreter was scheduled to review the results from Michelle's lab work and ultrasound. Referral to an in-network, Spanish-speaking OBGYN and Endocrinologist were made to help guide her through her pregnancy journey.

The second follow-up letter provided contact information for referrals related to pregnancy, along with Spanish dietary instructions for managing high cholesterol. Additionally, it included a request for a follow-up in 6 months.