First Stop Health: Physician Platform Resource

Updated 02/10/23

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

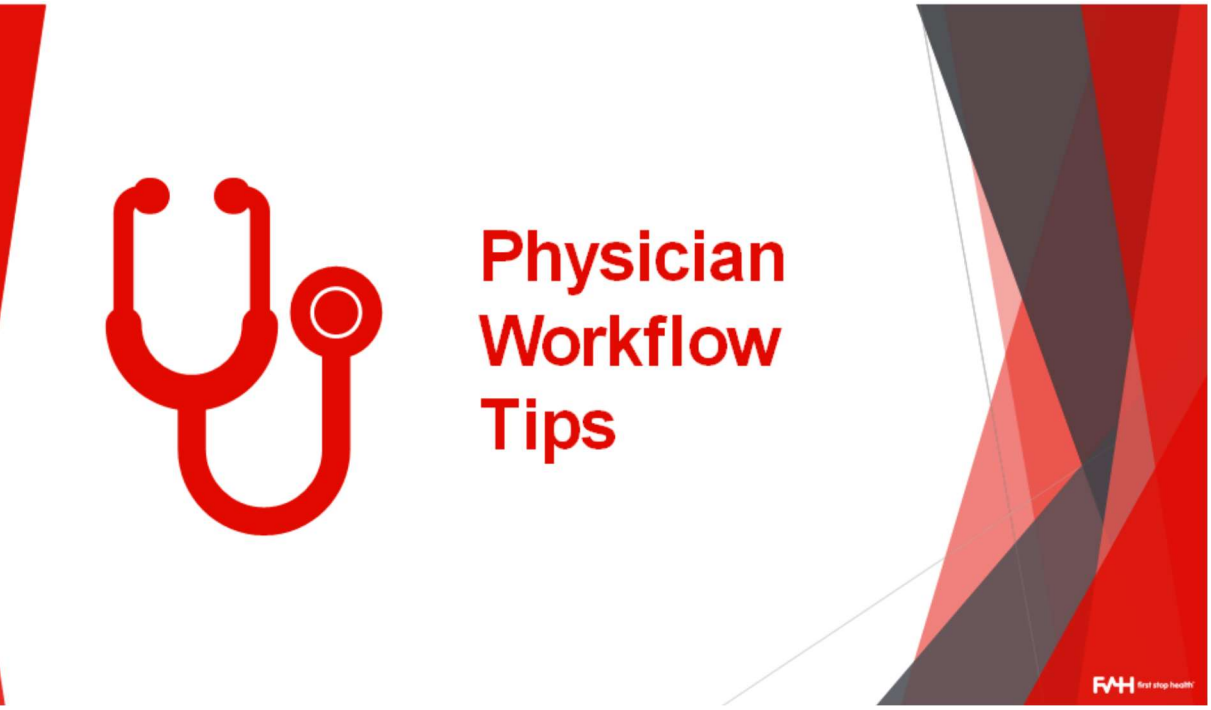
Physician Policies

Physician Policies

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

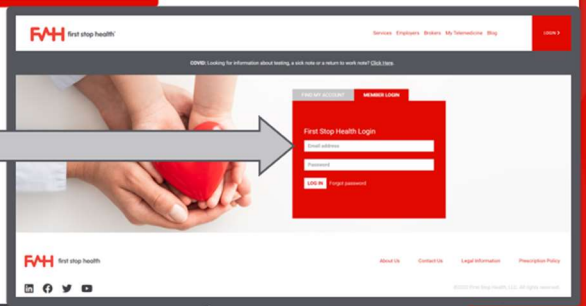
Access this via the provider's dashboard "Physician Policy Page"

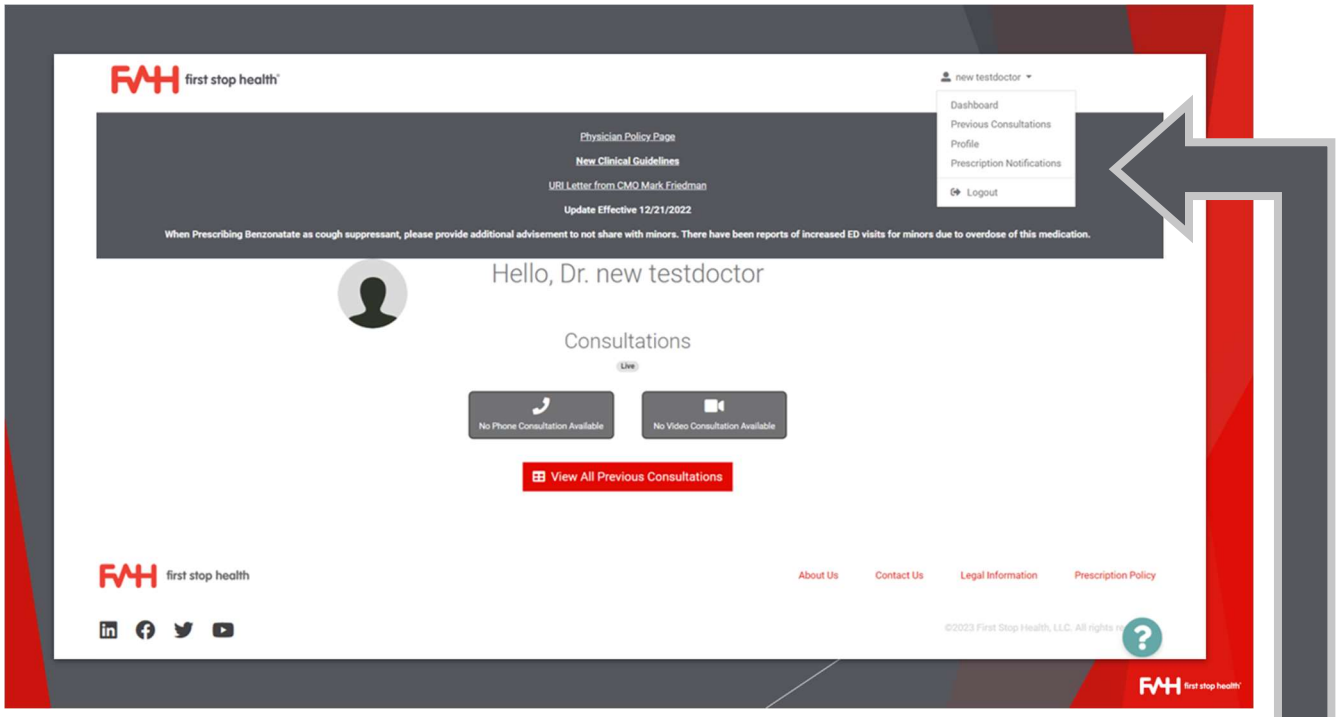
Physician Workflow Tips



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

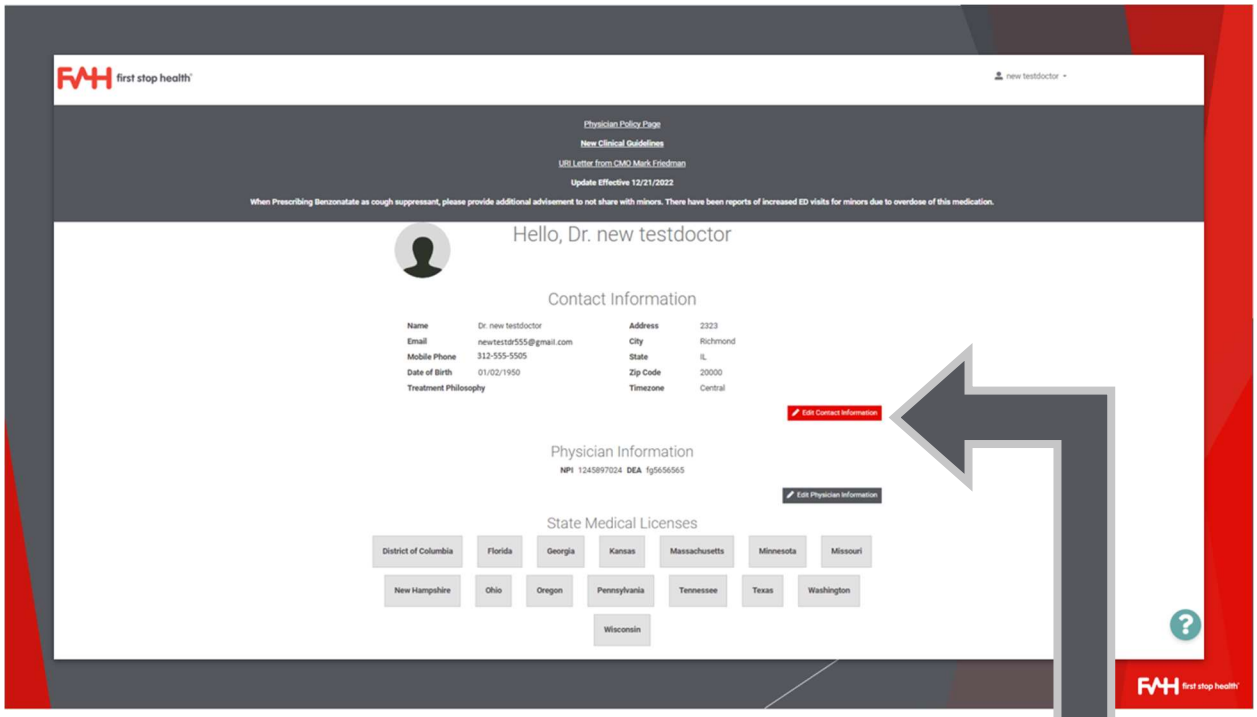
Login to First Stop Health to claim consults





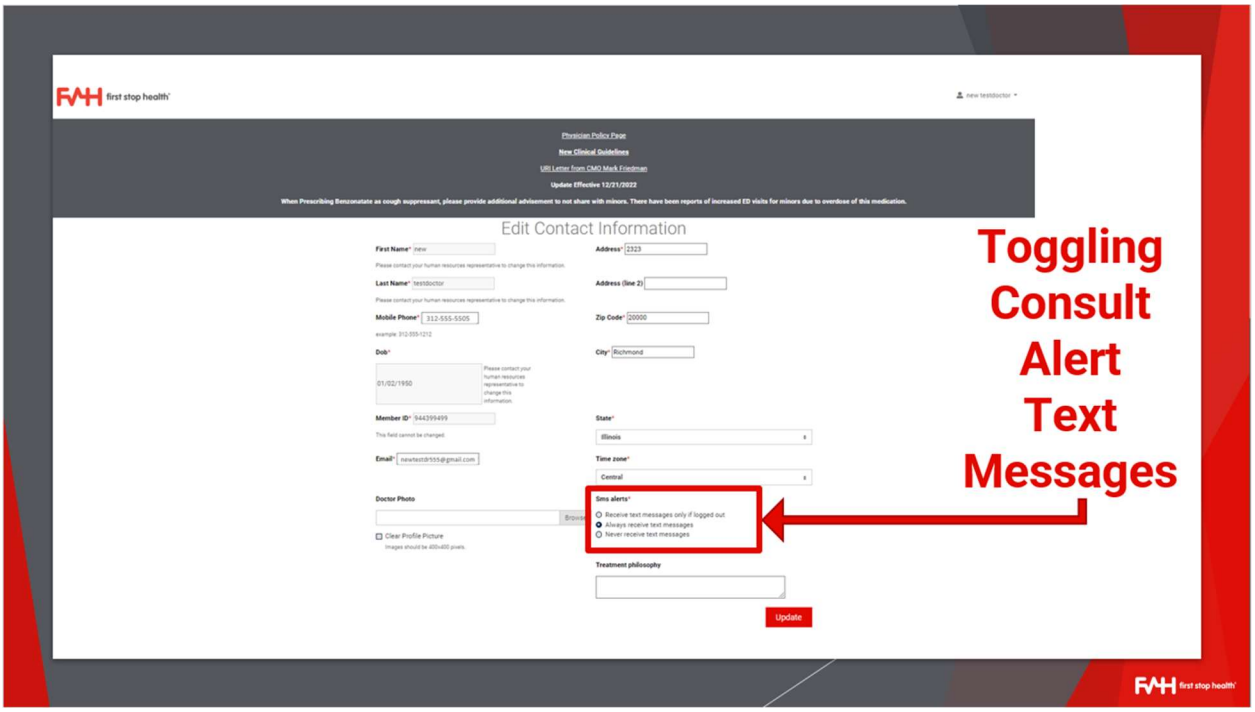
Navigation of the dashboard homepage

- 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



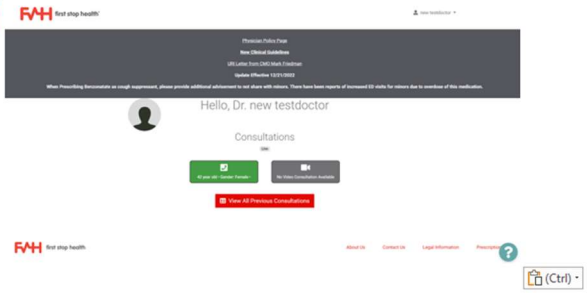
Profile page:

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.

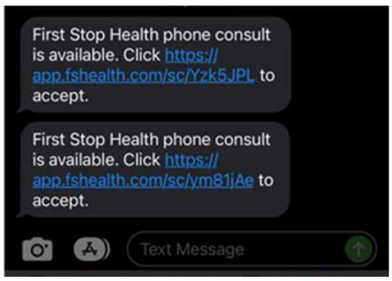


Consult Alerts

- Web-based physician dashboard

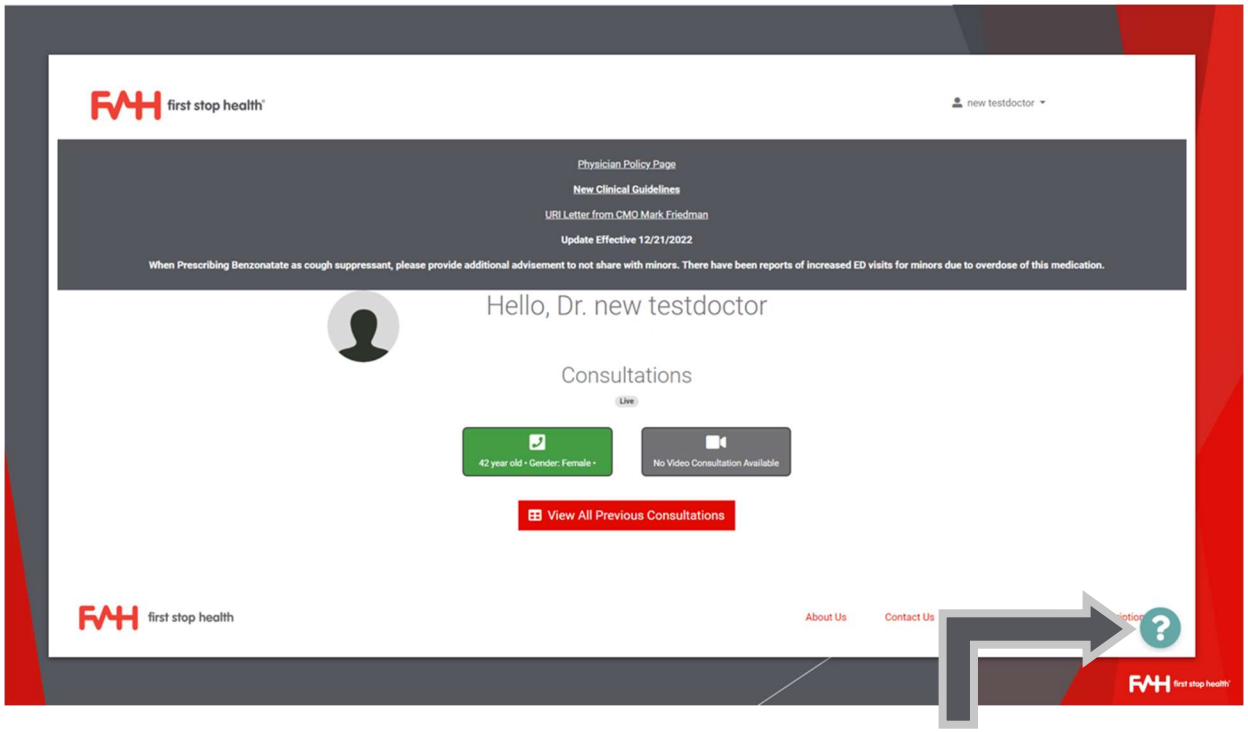


- Text message (delayed notification compared to physician dashboard)

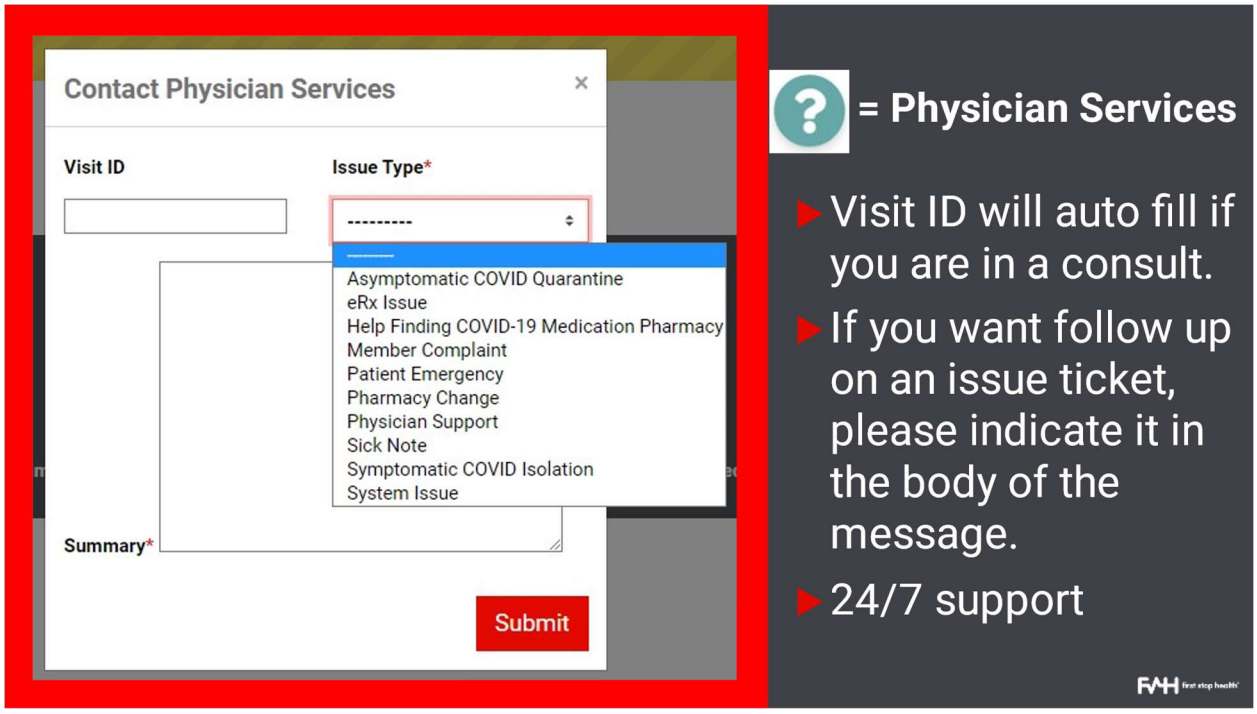


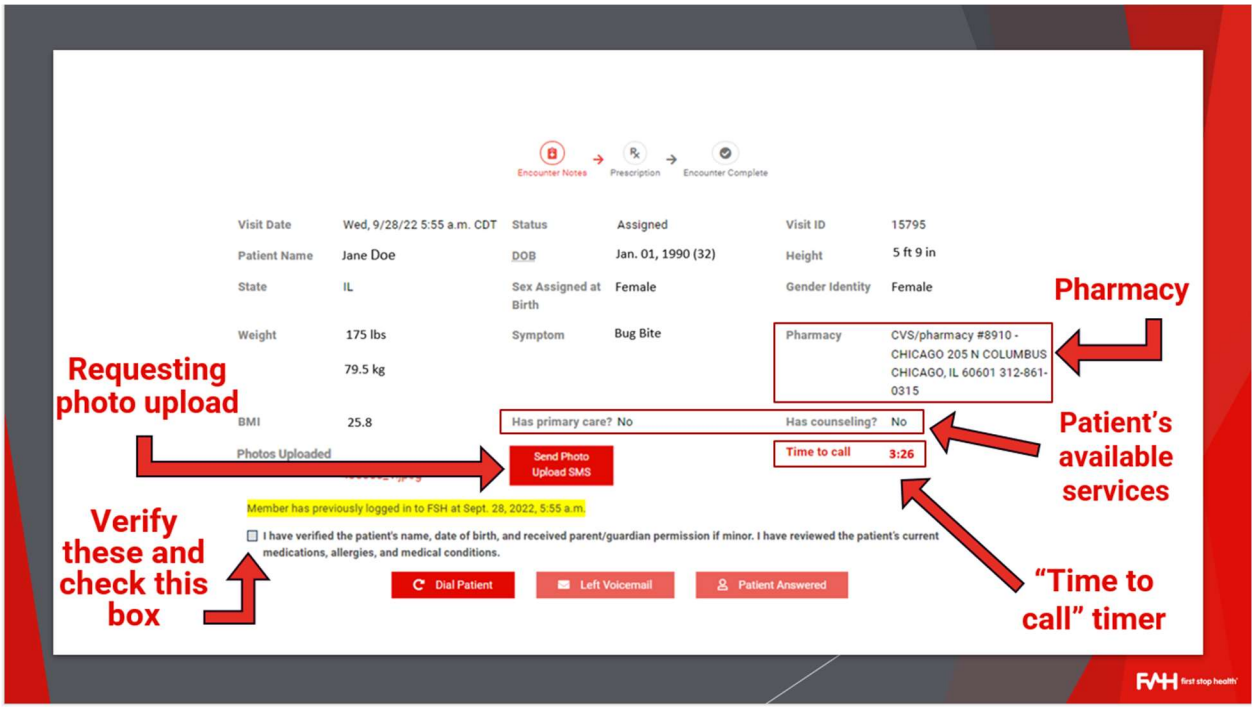
If a consult is no longer available, it is most likely due to another physician claiming it

More tips on following pages

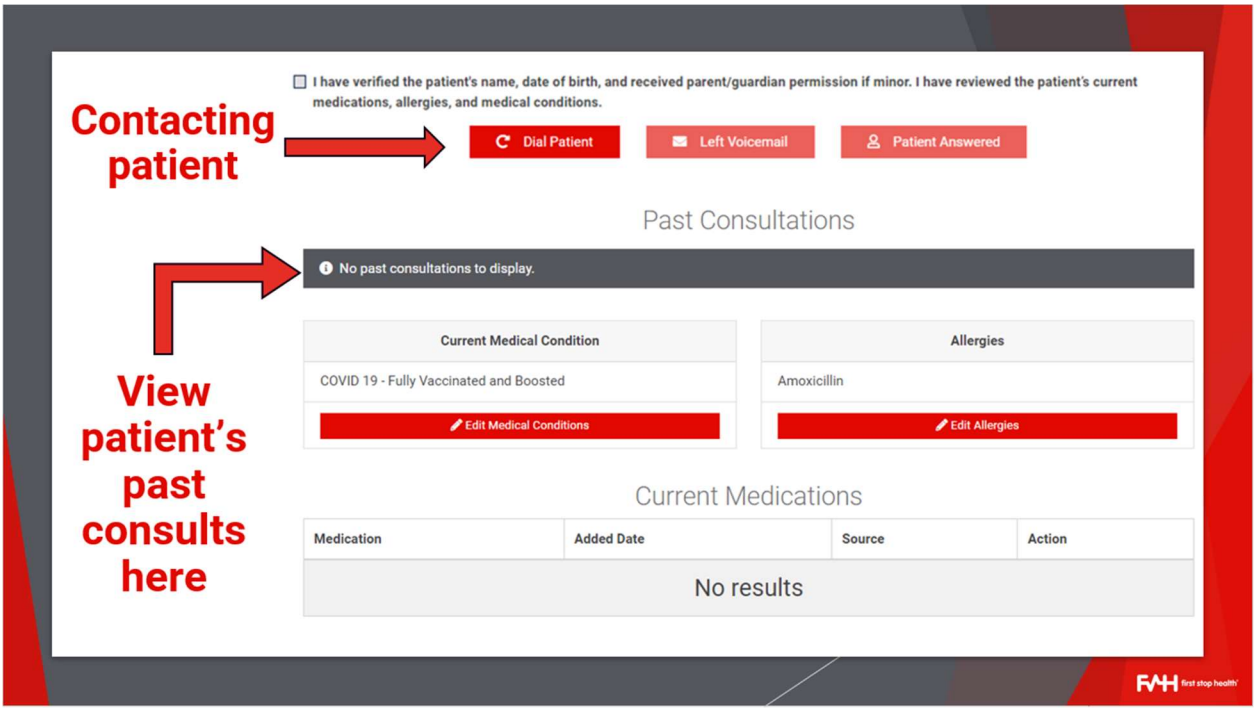


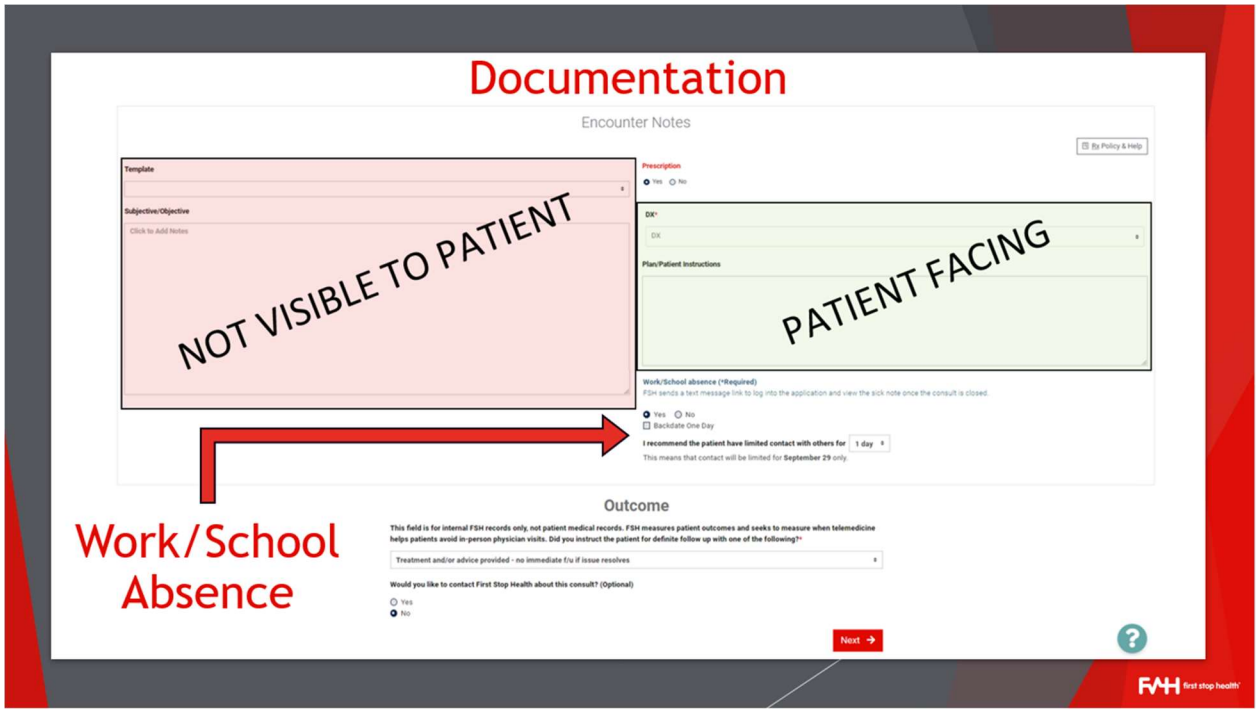
Click the blue-ish question mark icon in the bottom right for physician services for support.

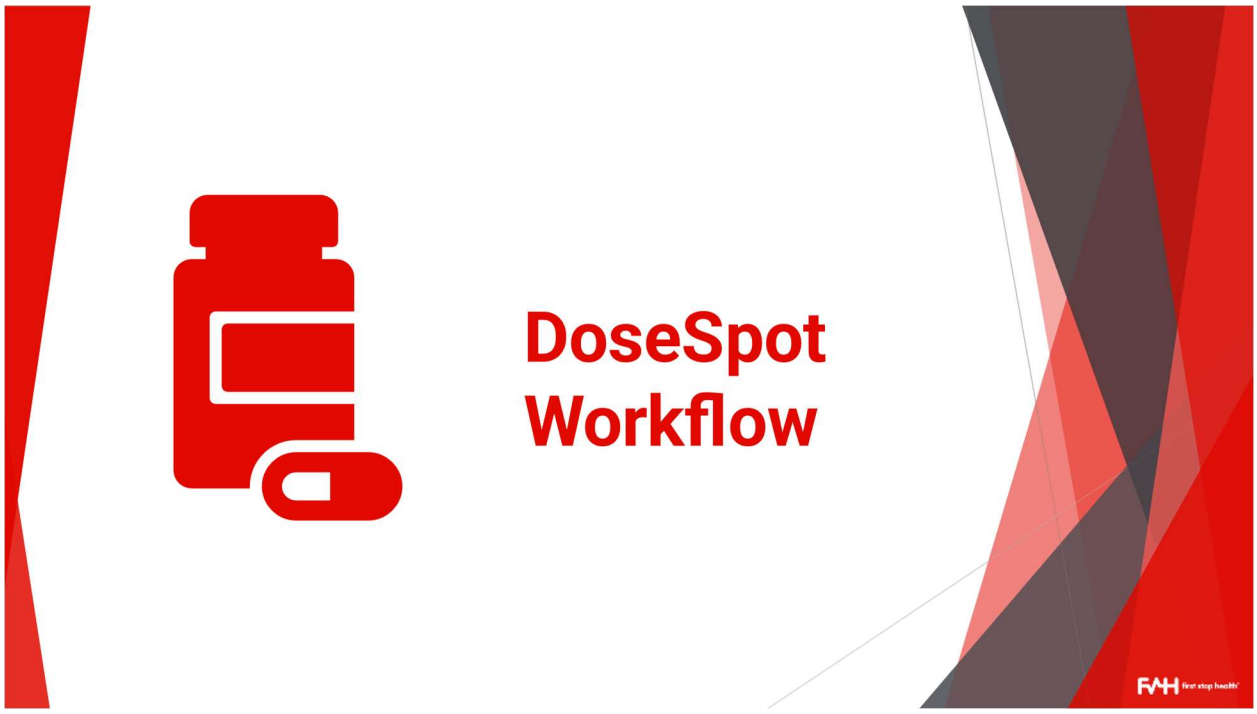


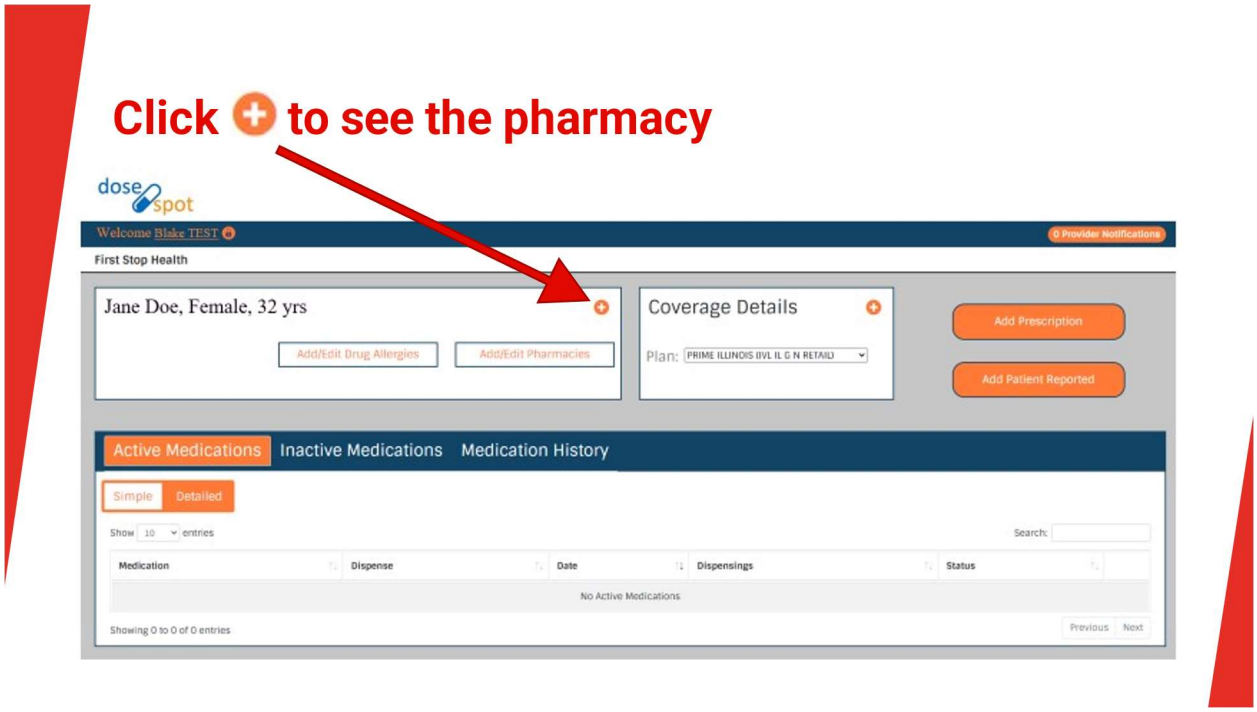


If patient does not answer, leave voicemail. "Dial patient" will be **unavailable for 90 seconds**, after this you may attempt to call again.

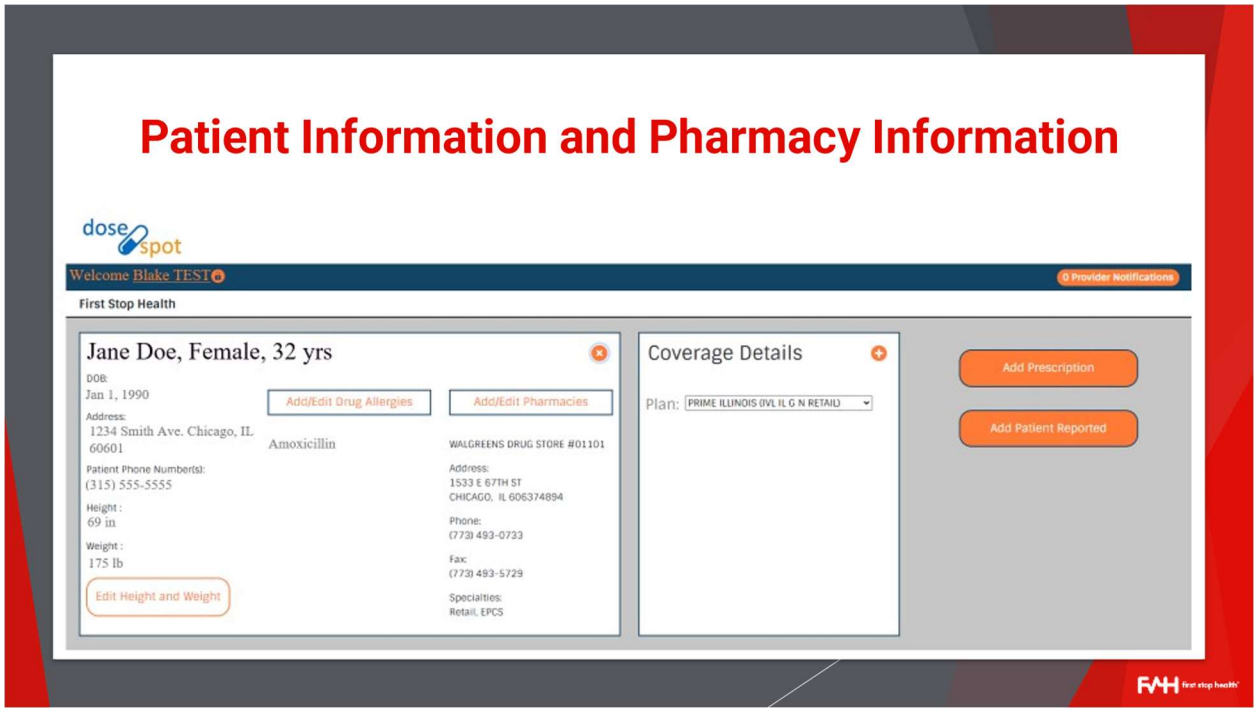


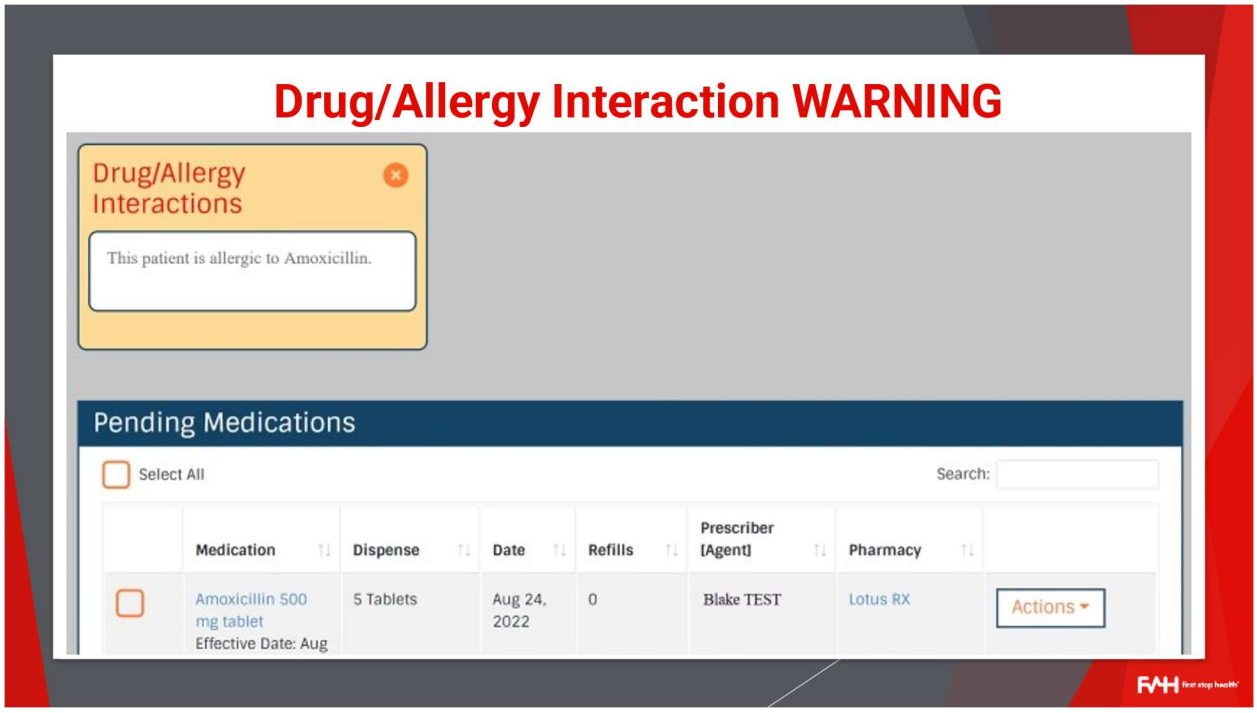

Documentation
Encounter Notes
Template
Subjective/Objective
Click to Add Notes
NOT VISIBLE TO PATIENT
Prescription
Yes
No
DX*
DX
Plan/Patient Instructions
PATIENT FACING
Work/School absence (*Required)
FSH sends a text message link to log into the application and view the sick note once the consult is 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 f/u if issue resolves
Would you like to contact First Stop Health about this consult? (Optional)
Yes
No
Next
first stop health


DoseSpot Workflow
first stop health



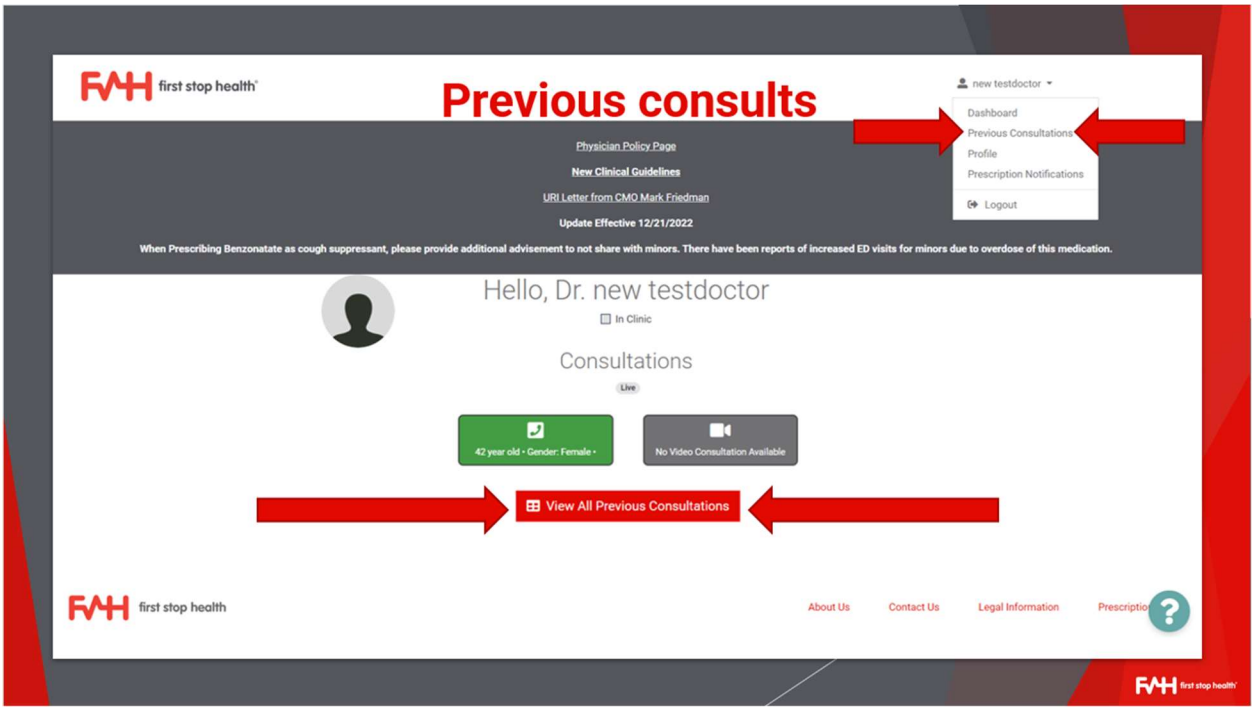
DoseSpot allows you to see the patient's pharmacy AND allergies.





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

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

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