



Frequently Asked Questions

FirstHealth On the Go (FHOTG) is available whenever you feel unwell or have a health question. You can receive convenient, quality care 24/7/365 from licensed physicians via web, phone or mobile app. Services are available to all members of the community.

COMMON QUESTIONS

What is the FirstHealth On the Go General Medical telehealth service?

The FirstHealth on the Go General Medical telehealth service option is available for routine, non-emergency health issues like sinus problems, respiratory infections, allergies, flu symptoms, rashes and many other illnesses. The doctor will diagnose symptoms and provide treatment, which may include a prescription. Prescriptions will only be given when medically necessary.

Who is providing FirstHealth On the Go General Medical telehealth services?

FirstHealth On the Go General Medical telehealth services are provided by an established network of U.S. board certified internists, family doctors and pediatricians licensed to practice medicine in the U.S. When you request a visit, you will connect with a doctor licensed to practice in the state where the request is made.

How are doctors able to diagnose medical issues without seeing a patient in person?

FirstHealth On the Go's doctors have an average of 15 years of experience and can resolve many common illnesses that are easily diagnosed over video visit or

phone. All physicians providing FirstHealth On the Go services must go through a credentialing process and complete training in telehealth-specific protocols to ensure appropriate standards of care are met for all telehealth visits that take place.

Is there a time limit when talking with a FirstHealth On the Go doctor?

There are no time limits for FirstHealth On the Go visits. Most visits are resolved within 15 minutes.

Can FirstHealth On the Go handle emergency situations?

No. FirstHealth On the Go is designed to handle non-emergency medical problems. You should NOT use FHOTG if you are experiencing a medical emergency. In the event of a medical emergency, please call 911.

CARE AND PRESCRIPTIONS

May I request a particular doctor?

You may not request a particular doctor for FirstHealth On the Go General Medical telehealth services. FHOTG is designed to support your relationship with your existing doctor. It is not a means of establishing an exclusive relationship with one of our doctors.



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Is FirstHealth On the Go intended to replace a primary care provider?

FirstHealth On the Go General Medical telehealth services do not replace the relationship with a primary care provider. This service is only intended for use when patients need immediate care for a non-emergency medical issue.

Are FirstHealth On the Go doctors able to write prescriptions?

Yes, FirstHealth On the Go doctors can prescribe short-term medication for a wide range of conditions when medically appropriate. FHOTG doctors do not prescribe substances controlled by the DEA or non-therapeutic and/or certain other drugs that may be harmful because of their potential abuse.

How are prescriptions sent to the pharmacy?

If the doctor prescribes medication, it is submitted electronically or by phone to the pharmacy of your choice.

FEES, PAYMENTS AND PLANS

How much does FirstHealth On the Go cost?

The cost of a FirstHealth On the Go visit varies between \$0 and \$45, depending on the type of visit you are requesting and your health plan.

FirstHealth of the Carolinas employees and dependents on a FirstCarolinaCare insurance plan will have a \$0 copay for FHOTG visits. Those on an HSA plan must meet their out-of-pocket deductible before becoming eligible for the \$0 copay.

All other users of FirstHealth On the Go services will pay a \$45 fee for each visit with a physician.

How do I pay for a FirstHealth On the Go visit?

If a fee or copay is required, you will provide your payment information at the time a FirstHealth On the Go visit is requested. You may pay with a Visa, Mastercard, Discover, American Express or Health Savings Account card. Payment will be processed when the visit ends.

ACCOUNT REGISTRATION AND ACCESS

Can I use FirstHealth On the Go if I travel outside of North Carolina?

Yes, FirstHealth On the Go is available in all 50 states. When you request a consult, indicate which state you will be in during the consult. No matter what state you're in, a doctor licensed in that state will perform the consult.

How do I set up my FirstHealth On the Go account?

Setting up your account is a quick and easy process online or through the FirstHealth On the Go mobile app. Just like an appointment with a doctor in their office, at an urgent care center, or the ER, you will provide your personal information and complete a quick medical history for the doctor to review prior to a consult.

Simply download the app or visit [FirstHealthOntheGo.org](https://www.FirstHealthOntheGo.org), select "Register Your Account," and follow the online instructions. If you don't have web access, you may call FirstHealth On the Go at (855) 619-2643. Representatives are available 24/7.



FIRSTHEALTH ON THE GO AND YOUR FAMILY

What age does a patient have to be to use the FirstHealth On the Go service?

FirstHealth On the Go General Medical telehealth services are provided to patients of all ages. The FHOTG physician network includes family medicine doctors and pediatricians who are available to provide consults for infants and children of any age.

Who can request a consult for a child?

The parent or guardian must request a consult for a child/minor under age 18. Dependents under age 18 cannot request a consult directly.

Does a child interact with or speak to the doctor directly?

The level of child involvement is at the discretion of the doctor and the parent, guardian or authorized consentor. However, the child must be present during the consult. In all cases, the doctor will speak directly with the parent, guardian or authorized consentor.

PRIVACY

Is my FirstHealth On the Go health record kept private?

All information shared with FirstHealth On the Go and FirstHealth On the Go providers is protected by the Health Insurance Portability and Accountability Act of 1996 (HIPAA). FHOTG follows industry best practices to ensure that all data remains confidential and secure.

How does FirstHealth On the Go keep my personal health information secure?

Health records are kept private and robust encryption methods are used to protect your personal information. You determine who can see the information in your record.

Set up your account today!

FirstHealthOntheGo.org

1 Get started
Download the app or visit the URL above

2 Set up
Create username and password.

3 Request a Visit
A doctor is now just a click away!



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