

Leadership Best Practices

Engaging Team Members in Virtual Care



Employees who regularly hear about their benefits from their employer are more likely to use them. Here are four actions you can take to encourage your team members to utilize First Stop Health virtual care.

**Make sure they know how and when to use virtual care.**

If your team members don't understand their benefits, they won't use them. Company newsletters and internal messaging channels are great ways to regularly share information.

**Offer a private space for visits.**

Provide a quiet, private space where they can have their visits before or after work, or during their lunch break. For remote employees, be flexible with work schedules so they can meet with a provider uninterrupted.

**Promote "virtual first."**

Encourage your team members to talk with a provider at First Stop Health before seeking in-person, non-emergency care. You could even consider rewarding those who have a virtual visit first.

**Solicit and share success stories.**

Ask team members to tell about their successes with First Stop Health. While you don't want to ask them to disclose medical details, they can share how fast and easy getting care was for them!