



Welcome to Rezilient

REZILIENT

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Welcome to Rezilient

Your Rezilient membership is part of your healthcare benefits provided by your employer at no extra cost to you.

The information in this booklet will help you get the most out of your membership.

Like your employer, we believe in the power of primary care for healthier lives. A multitude of studies has shown that the more convenient the access to primary care, the better the healthcare outcomes are for people.

We want to stop you from having to waste time in transit and in waiting rooms, and give you more time back to spend with the ones you love.

**Welcome to Rezilient.
Seeing your doctor will never be the same.**

How to activate your Resilient benefit



Register

With your activation code **BALTO1**
at resilienthealth.com/activate/balto
(approx 2 minutes)



Schedule

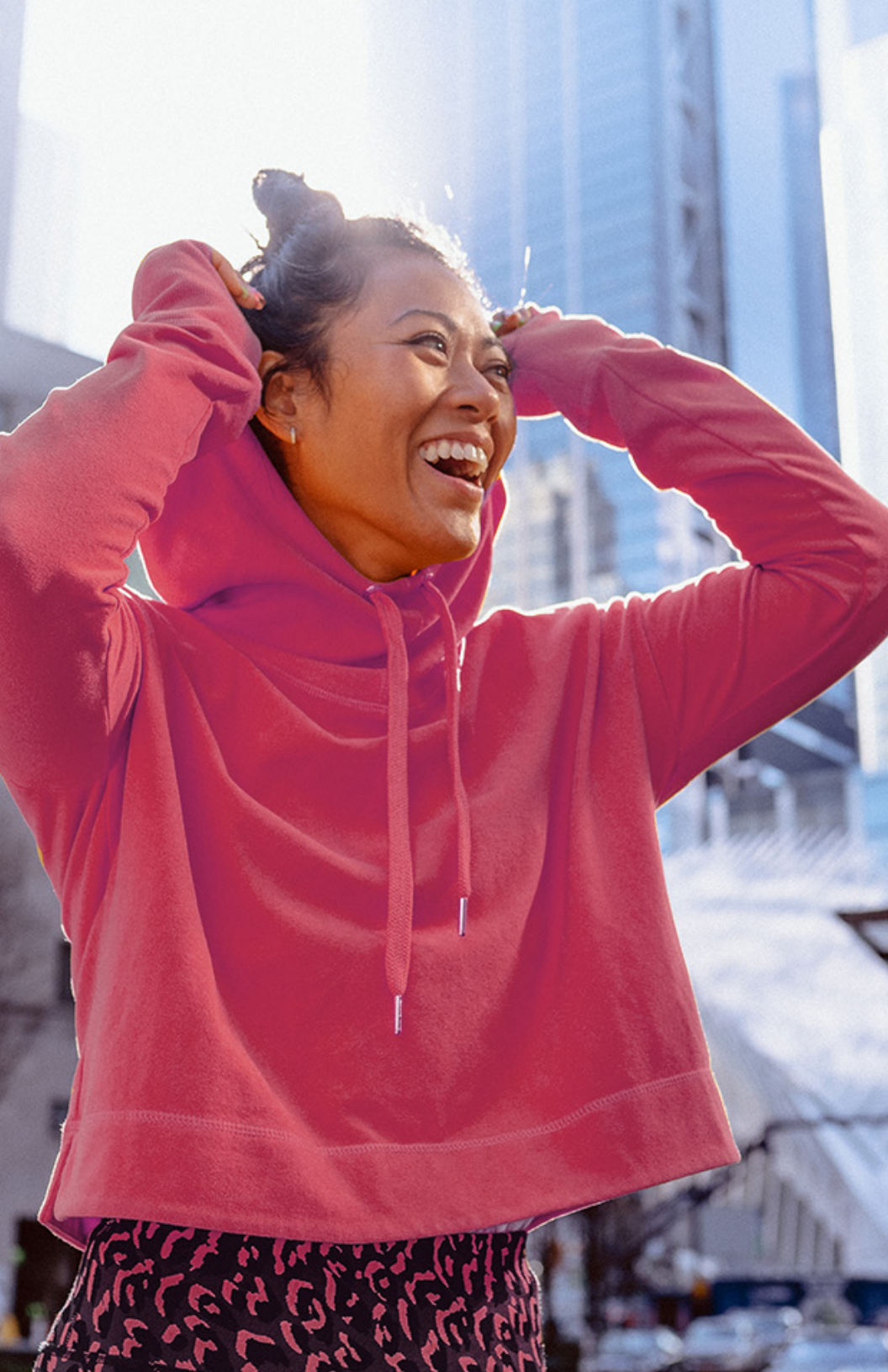
Your first appointment
(approx 2 minutes)



Complete

Your intake
(approx 8 minutes)





Make the most of your Rezilient benefit

Rezilient's mission is to make it easy to access quality primary care, when and where you need it.



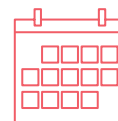
Extended consultation times as standard

So your doctor has time to listen to you



24/7 access to your care team

Truly connected, concierge primary care.



Same-day and next-day appointments

Get the care you need, when and where you want it.

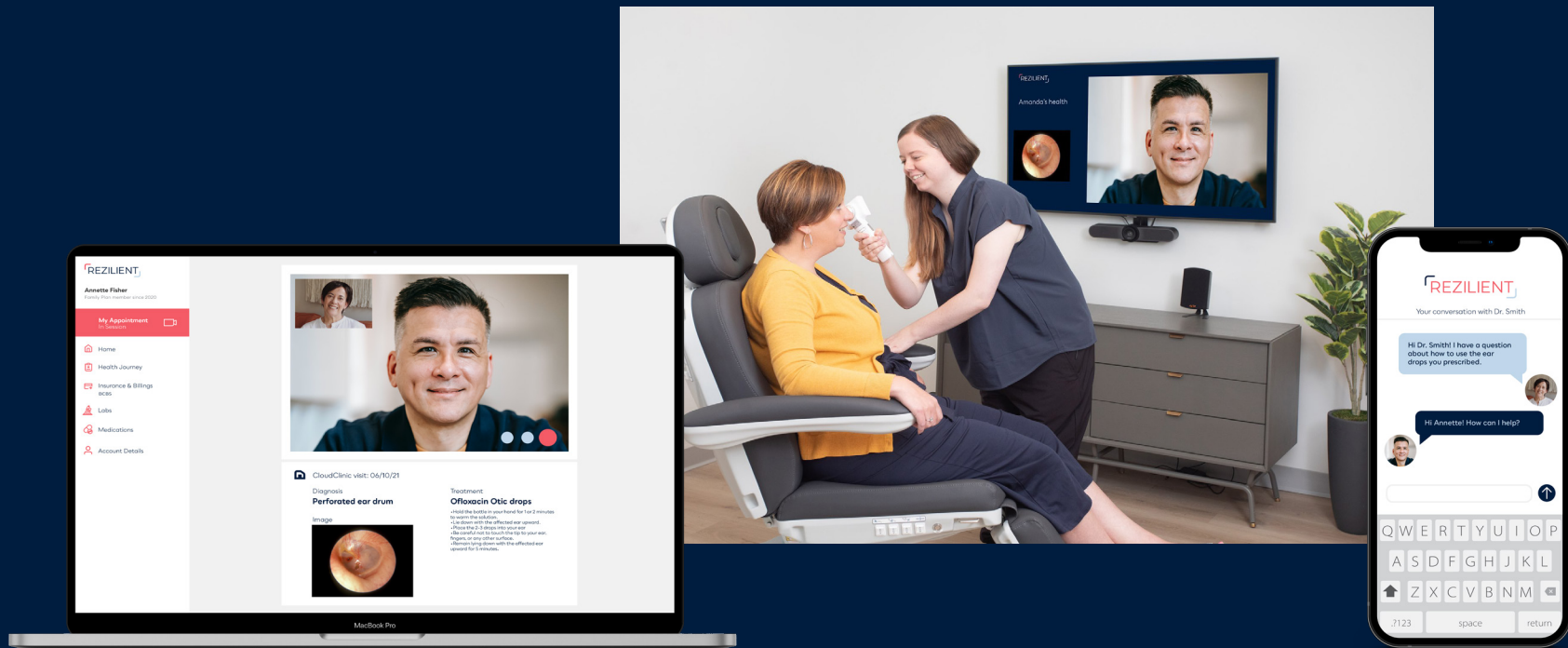
This booklet contains some important information to help you make the most of your concierge primary care benefit and how to contact us for help.

The three ways to see your doctor:

You can see your doctor in any of our CloudClinics, via at-home telehealth and via 24/7 messaging.

Best of all, you won't see one doctor in a CloudClinic and another via at-home telehealth. Your doctor is your doctor, no matter where you see them.

That's truly connected, comprehensive primary care.



CloudClinics

Rezilient virtually beams your doctor into any of our CloudClinics. Your doctor can be anywhere, while our CloudClinics are conveniently placed close to where you live, work and shop.

Each CloudClinic is staffed by an experienced nurse who becomes the doctor's hands.

When should you book a CloudClinic appointment?

CloudClinic appointments are for whenever you have care needs that require a physical exam, labs or imaging.

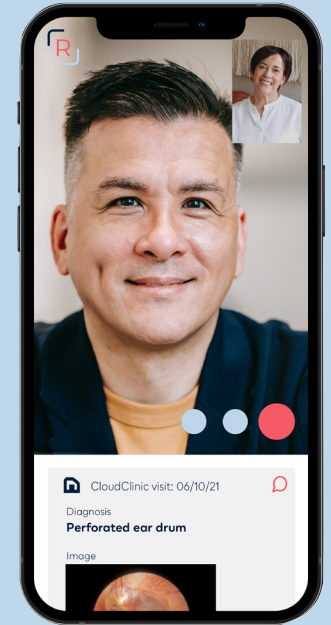
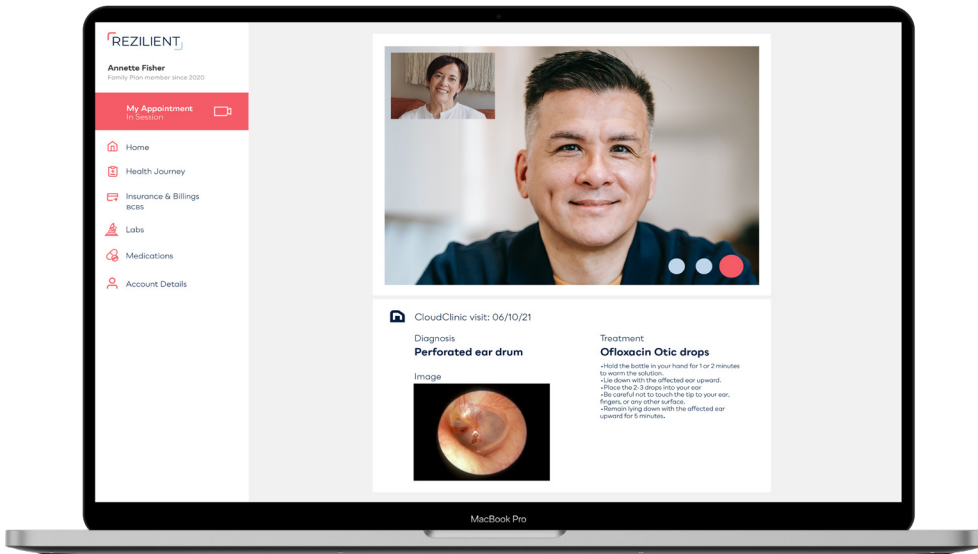
For example, if you have ear pain and suspect an infection, your doctor will use our connected digital devices to look in your ear and diagnose you correctly, then recommend a treatment plan.



At-home telehealth

At-home telehealth is a convenient way to see your doctor without going into a CloudClinic.

When you book an at-home telehealth appointment, we'll send you details about how to log in to our secure video platform and some extra tips to get your surroundings set up for the best possible telehealth experience.



When should you book an at-home telehealth appointment?

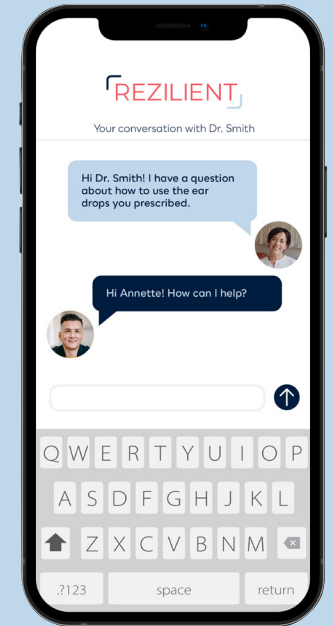
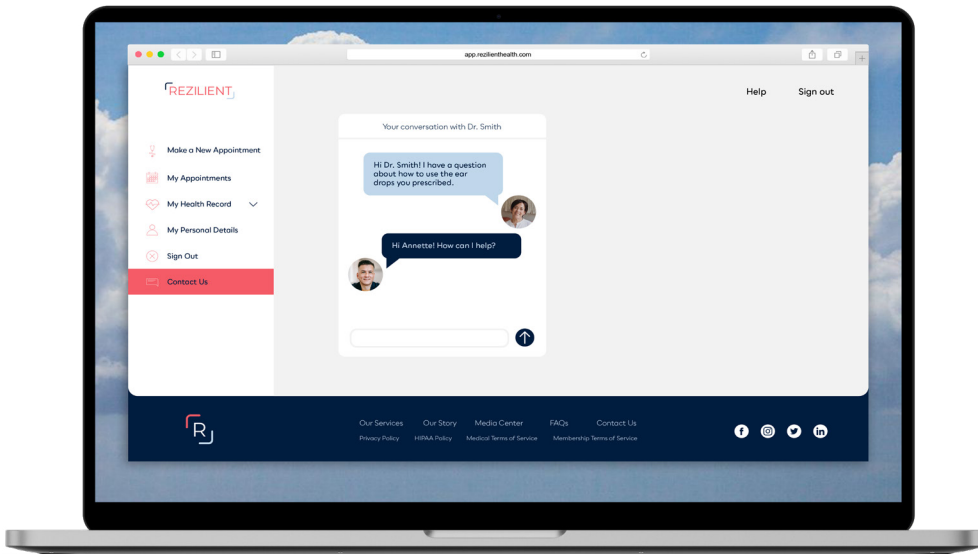
At-home telehealth appointments are best for simple appointments that don't need physical labs, exams or imaging.

Things like: prescription refills (except for controlled medications), behavioral and mental health concerns and CloudClinic follow-up appointments.

24/7 messaging

It's as easy as sending a text message.

You can send your Care Team a message anytime and they'll get back to you usually within a few hours.



When should you use 24/7 messaging?

24/7 messaging is best for any non-urgent questions about things like medications, scheduling appointments, help with referrals and technical support.

Who sees my messages?

When you send a message, your care team is notified. Your care team is made up of your primary care doctor, your dedicated Coordinator, and other clinic staff who make sure your message is taken care of as quickly as possible. Everything you send via message is confidential, just like other conversations with your doctor.



Same-day specialty care

What specialties are included in my benefit?

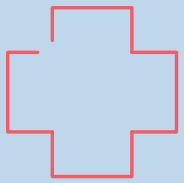
Included in your benefit is access to providers across 70 different specialties, including but not limited to: cardiology, dermatology, urology, ENT, gastroenterology, and more.

The benefits of e-consults vs in-person

The average wait time for in-person specialty care is over 20 days. With our e-consult platform, we can have a diagnosis and a proposed treatment plan within 4-6 hours of sending the referral.

What if I have to see an outside provider?

If you need to see an outside provider, Rezilient will take the recommendations of the e-consult and order referrals as needed. Once those records are received, they will be sent to the specialist prior to your first appointment.



Dedicated Coordinator

What is a Coordinator?

As part of your benefit, you have a dedicated Coordinator. They will be your first point of contact with Rezilient and your liaison between your provider, the rest of your care team, and outside providers and facilities.

Will my Coordinator schedule my appointments?

Yes, your Coordinator can schedule appointments for you with your Rezilient provider and outside providers. Your Coordinator will always keep in mind your time, location, convenience and in-network benefits.

Will my Coordinator always be the same person?

Yes! Just like your provider, your Coordinator will not change. You will have your Coordinator's direct contact information and will be able to message them 24/7.



Behavioral and mental health

Your doctor can provide any behavioral and mental health support you need, either in a CloudClinic appointment or via at-home telehealth.

In fact, we encourage you to talk about your mental health in any appointment as it's a big part of your overall health and wellbeing.

If you need more specialized behavioral and mental health care, your doctor can refer you to a specialist psychologist or psychiatrist. Your care concierge will help you manage the referral and schedule an appointment with them, then transfer your record back to your Resilient patient record.

If you or a loved one is in crisis

Call 314-353-9661 if you can't wait for a routine appointment and need to talk to a care provider as soon as possible.

For a life-threatening emergency—such as a possible drug overdose, a suicide attempt, or risk of a suicide attempt—call 911 or go to the nearest emergency care facility.



Urgent care

Our primary care providers can address a wide range of urgent and acute concerns.

Because we offer same-day or next-day appointments, we're a great option for urgent needs.

For a life-threatening emergency call 911 or go to the nearest emergency care facility.



Patient Portal

One stop shop for your health records

Through our patient portal, you have access to your visit summaries, vitals (where you can enter your own at-home readings if needed), as well as a list of all current medications and allergies.

Schedule your own appointments

Whether you're due for your annual visit or you have an urgent care need, you can schedule your appointment right through the Resilient platform, 24/7. Unlike other doctor's offices, our live schedule is shown and when you select the date and time for your appointment, it's instantly confirmed.

Message your care team

You can message your care team right on the Resilient platform, 24/7, with your medical questions, appointment scheduling questions, or medication questions. Your care team will typically respond in a few hours.



Our Services

Individual and Family Primary Care

- Annual wellness exam
- Adult preventative screenings
- Workplace physical exams
- Back pain
- High blood pressure
- High cholesterol
- Thyroid conditions
- Heartburn and reflux
- Nutritional and vitamin deficiencies
- Common and seasonal allergies
- Allergic rhinitis and hay fever
- Vaccines and immunizations
- Diabetes screening and management
- Heart disease
- ...and all other common primary care services

Labs and Screening

- Comprehensive metabolic panel
- Lipid panel
- Liver panel
- General chemistry
- Renal function
- A1c test
- Urinalysis
- Fecal occult blood testing
- TB testing
- Cholesterol
- Spirometry
- EKG
- Rapid strep test
- Rapid flu test
- Pregnancy test
- H. Pylori test
- Vaginal pH
- Diabetes monitoring
- High blood pressure evaluation



resilienthealth.com

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314-900-1615

