



# Welcome to the Maternity Care Program

Congratulations on your pregnancy! Included Health is here to help with virtual maternity support.

## Who we are

We are a team of healthcare professionals, including doctors, nurse practitioners, physician assistants, nurses, registered dietitians, mental health specialists, social workers, and care coordinators, who are committed to raising the standard of care for all pregnant patients.

## What we do

We offer education, support, and guidance throughout your pregnancy. We make sure that your prenatal care is on track and that you fully understand each step of your pregnancy journey. We may reach out to your local prenatal care provider for collaboration during your pregnancy. If needed, we can support you through conversations and communication with your local obstetric provider.

## How we can help

We will connect with you throughout your pregnancy and after birth via the Included Health app or by phone. Our communication includes educational resources specific to your stage of pregnancy. You will also receive obstetric visit checklists, important questions to ask your provider, and to-do lists to keep you on track for each stage of pregnancy.

### Message your team through the Included Health app or speak with them over the phone with questions about:

- Your health plan
- Medical bills
- Help finding high-quality local providers
- What to expect during pregnancy and your prenatal visits

You can message through the Included Health app 24/7. You can also call your Care Team directly and speak with them over the phone during normal business hours.

### What we don't do

We cannot order labs, ultrasounds, supplements or medications. We are not treating providers and do not provide prenatal care. We are not here to replace local obstetric/prenatal care.

### Privacy

Included Health is HIPAA-compliant, which means that your information is private and confidential. Your employer will not have access to anything you share with us.



## In case of an emergency

Please call your local obstetric provider's office with any urgent or emergent concerns. If you aren't sure, please call your doctor first. Our team is not available in the evenings or on the weekends. Any messages received outside of business hours will receive a response on the following business day.

**If you are unable to reach your local obstetric care team, please go to the Emergency Room.**



download the app

**Message us in the Included Health app.**

It's the easiest way to contact your Care Team.

