



About Concentra Telemed

Concentra Telemed® is the first telemedicine platform designed for the treatment of work-related injuries and illnesses. Since its launch in 2017, thousands of employees nationwide have trusted Concentra Telemed clinicians to provide the right care at the right time — no need to leave work or home. Using a smartphone or computer, an employee can connect with a licensed Concentra® clinician and receive immediate attention to minor medical issues, work injury care rechecks, physical therapy, and more.

How You Benefit

- **Expertise.** Concentra® clinicians are trained to deliver quality occupational health care. A Concentra Telemed virtual visit is the same high-quality care experience as is delivered in-person at our medical centers.
- **Convenience.** Using a smartphone or computer, employees can connect to a licensed Concentra clinician right away — prompt treatment helps speed recovery.
- **Continuum of care.** Should a telemedicine visit require additional follow-up or hands-on treatment, we can refer employees to the nearest Concentra medical center with minimal delay.
- **One process, regardless of care location.** Whether your employee receives in-person care at a Concentra medical center or visits us virtually using Concentra Telemed, you use the same treatment authorization and billing processes, and receive the same activity status reporting.

Available through workers' compensation payor programs for initial injuries and through nurse triage should your program include it, Concentra Telemed is a valuable part to your established program and process.

Employees need:

- **Access to a quiet, private location for the visit.**
- **A computer, smartphone, or mobile device with a webcam and microphone.**
- **A valid photo ID or driver's license.**
- **An active email address and password of their choosing.**
- **An internet connection.** The employee will need this to connect to their telemedicine visit.
 - Desktop/laptop – www.concentratelemmed.com
 - Tablet/smartphone – Download the Concentra Telemed app via the Apple App Store or Google Play.
 - We recommend using Google Chrome for the best experience.
- **Support.** Both employers and employees can contact telemed@Concentra.com for technical support and to address any questions on care delivery, case process, etc.
- **To access full instructions,** see our "How to Use" document.

Connect Virtually with Local Concentra Clinicians

Concentra has recently expanded its offering. If you and/or your employees have an existing relationship with a center and want to continue working with the team you know and trust, telemedicine visits can be arranged by calling the center directly. Contact information for all Concentra medical centers is available on Concentra.com. Services will be provided during current hours of operation.