

## Frequently Asked Questions

### Revised July 30, 2020

#### What is COVID-19?

Coronavirus disease 2019 (COVID-19) is the disease caused by the novel (new) coronavirus named SARS-CoV-2. While human coronaviruses usually cause very mild symptoms such as congestion and runny nose, animal coronaviruses that infect humans, such as with [MERS-CoV](#), [SARS-CoV](#), and now SARS-CoV-2 can cause more severe disease.

#### How does COVID-19 spread?

Current information indicates that COVID-19 spreads via respiratory droplets produced when an infected person coughs or sneezes. It is thought to primarily spread from person-to-person, when individuals are in close contact with each other (within about six feet). If an infected person is close to another person, the non-infected person may be infected if the droplets land in his or her mouth or nose, or if he/she inhales them into the lungs. Transmission can also occur following a handshake with an infected person who has coughed into their hands and not washed them prior to contact with others.

COVID-19 may also spread via infected surfaces, but this is not thought to be the main way the virus spreads.

To minimize risk of infection, please follow the instructions in “How do I protect myself from COVID-19?” below.

#### What are the risk factors and symptoms of COVID-19?

The Centers for Disease Control (CDC) provides guidelines on risk factors and symptoms and offers the [Coronavirus Self Checker](#) to help individuals make decisions about seeking appropriate medical care.

#### As an employer, what do I need to know about COVID-19?

The CDC has provided [interim guidance for businesses and employers](#) to plan and respond to COVID-19. Their recommended strategies to help prevent workplace exposures to COVID-19 currently include, but are not limited to:

- Encourage sick employees to stay home and ensure your sick leave policies allow this
- Ensure employees understand respiratory etiquette and hand hygiene, and provide health education resources as needed
- Regularly clean the work environment, especially frequently touched surfaces
- Create an infectious disease outbreak response plan and share it with your employees

Guidance on how to execute these strategies, additional recommendations, and more information can be found on [the CDC's website](#). We recommend checking the CDC website regularly for updates.

#### How is Concentra responding to the COVID-19 pandemic?

Concentra has established a multidisciplinary Coronavirus Task Force that includes representation from our Travel Health and Infectious Disease Medical Expert Panels, to address the situation.

Concentra is working closely with local public health departments and following the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\) guidelines](#) to ensure we remain up to date on the situation and have knowledge of the most current guidelines.



### **How is Concentra managing the risk of exposure to COVID-19 in Concentra medical centers?**

Concentra is taking all possible precautions to minimize the risk of exposure to patients and our staff.

Concentra has implemented several measures to address potential COVID-19 cases, including:

- Posted notifications on the doors to our centers to instruct individuals with COVID-19 symptoms to use drive-through/outdoor testing stations where available or contact their health care provider or local health department.
- Rigorous clinical triage including use of a screening questionnaire. Should we identify as a potential COVID-19 case, the patient will be immediately moved to designated areas or rooms to separate this individual from other patients and our staff.
- Enhanced cleaning protocols that include frequent disinfection of door handles and other hard surfaces to help reduce and mitigate possible contamination. Hand sanitizer is available and frequent hand washing is encouraged.

### **Is COVID-19 testing available at Concentra medical centers?**

Concentra is performing COVID-19 RNA testing for **asymptomatic** employees to provide clearance for return to work. Ongoing surveillance screening and testing of employees for COVID-19 is available. To request an evaluation, please call your local Concentra medical center. Please note: Concentra medical centers are not performing diagnostic testing for COVID-19 for symptomatic patients.

### **Is Concentra accepting transfer of care from other health care providers?**

Yes. Concentra accepts transfer of care from other health care providers, including work-related injury care, physical therapy and specialist care. To initiate the process, call the Concentra medical center closest to the employee's physical location. A Concentra physician or therapist will conduct an initial consultation and evaluation, including a review of medical records, to determine if an employee's case is eligible. Not all work injury cases will be eligible for transfer of care, such as those associated with litigation cases and pain management programs. Visits can either be conducted in a Concentra medical center or via Concentra Telemed<sup>®</sup> with the medical center clinician, provided the case is medically appropriate for telemedicine.

### **What telemedicine services are available?**

Concentra Telemed<sup>®</sup> 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. Click here to [get started](#).

In addition, Concentra's expanded offering enables you and/or your employees to access telemedicine services from Concentra medical center clinicians. 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 and include:

- Initial treatment of minor, work-related injuries and illnesses
- Rechecks for employees who were previously seen at a Concentra medical center
- Concentra Telerehab<sup>®</sup> for employees who were previously seen at a Concentra medical center and want to continue physical therapy regimens at home
- Return-to-work evaluations for asymptomatic employees with possible exposure to COVID-19



Please visit the [Concentra Telemed](#) web page to see our complete offering and learn how to get started.

**Where can I get more information on COVID-19?**

Current information and guidelines on the COVID-19 is available from the CDC. It provides:

- [The most recent updates and guidance on COVID-19](#)
- [Guidance for businesses to plan and respond to COVID-19](#)

Additional resources can be found on the [World Health Organization \(WHO\)](#) web page and the [Occupational Safety and Health \(OSHA\)](#) page.

**How do I protect myself from the COVID-19?**

To protect yourself from COVID-19, the CDC recommends:

- Avoiding close contact with people who are sick
- Avoiding touching your eyes, nose, and mouth
- Staying home when you are sick
- Practicing hand hygiene
- Regularly disinfecting frequently touched objects and surfaces using household cleaning sprays or wipes

More information can be found on Concentra’s Coronavirus [web page](#) or the [CDC website](#).