

What to expect when visiting a Concentra medical center.

1 When you arrive:

If you are visiting for a recheck/follow up or to see a specialist, or if you have symptoms of COVID-19, call the center from your car. A Concentra team member will greet you and you may be asked to wait in your car until our clinician is ready to see you.

2 Before entering:

All patients must wear a face covering or mask when visiting the medical center to help protect other patients and our staff from exposure to COVID-19. You must bring and wear your own face covering or mask.

3 Once inside the medical center:

You will check in with the receptionist. All visitors complete a COVID-19 screening form prior to being seen by the clinician. If your form indicates COVID-19 like symptoms, the front office may ask you to return to your car to await a call from our clinician.

If you are visiting for COVID-19 testing for return-to-work clearance:

During your visit with the clinician, you will be asked additional questions. The clinician may ask more questions about your potential risk of COVID-19 infection, conduct a physical exam and will then advise you of next steps.

- The clinician may clear you for return to work, or may recommend testing for active COVID-19 or testing for COVID-19 antibodies.
- If you are cleared, you will return to the center for your test.
- If you are not cleared the clinician will provide you next steps and we will contact your employer.

Please note: Our centers are for our patients only. To keep our centers safe, no other visitors are permitted in the center with the exception of children accompanying a parent.