Telemedicine
Starter Kit

Concentra
Telemed
Concentra Telemed™ is the first telemedicine product designed for workers’ compensation. Everything about it—from the easy check-in to the thorough screening and diagnosis—is designed to make the workers’ compensation process easier for you and your workers. With Concentra Telemed, workers can use their smartphones or computers to talk to a licensed clinician trained in occupational medicine without having to leave work or sit in a waiting room. Using video conferencing, the clinician will diagnose, recommend treatment, and even prescribe medication if the worker needs it. It’s an easy way for workers to get the care they need while minimizing the time away from their worksite.
• Read the Concentra Telemed materials we’ve provided.

• Think about how you can use telemedicine to optimize your work injury process.

• Confirm service package details with your Concentra account representative.

• If employees will access telemedicine on site, identify a private location.

• Select equipment (such as a laptop, tablet, or smartphone) for telemedicine visits, if you don’t want employees to use their own.

• If employees are using company internet, connect with your IT team to confirm access for employees and address firewalls.

• Share Concentra materials and support communicating this benefit to your employees and their supervisors.

• Share your expectations with supervisors and anyone involved in supporting injured workers (nurse triage, etc.)

• Start sending patients - we’re ready for you!
How it works

1. Employee is injured at work and reports injury to supervisor.


3. Supervisor or nurse triage (if applicable) determines if visit is appropriate for telemedicine and offers to employee as an option.

4. Employee registers for Concentra Telemed via the Concentra Telemed app or ConcentraTelemed.com.

5. Employee requests a visit on either the app or ConcentraTelemed.com.

6. Employee connects with a care coordinator, who conducts screening and registration.

7. If the employee’s injury is appropriate for telemedicine, care coordinator completes intake and hands patient off to the clinician.

8. The employee sees the clinician for diagnosis and treatment.

9. The employer is notified of next steps or case closure.
What it treats

- First-degree burns
- Minor neck and back strains/sprains
- Bruises/contusions
- Abrasions/scrapes
- Work-related rashes
- Tendonitis/repetitive use injuries
- Bloodborne pathogen exposure

It can also be used for follow-up visits and rechecks. Issues that require physical exams or are considered severe will be sent to a Concentra medical center, an in-network clinician, or to the nearest emergency department for treatment. As always, severe or life-threatening medical conditions should be sent to the ER.

After you partner with Concentra Telemed, we’ll provide you with clinical guidelines to help you know when to send a worker to a medical center and when they can be seen via telemedicine.
Convenience.
With Concentra Telemed, you don’t have to arrange transportation for an injured employee. You don’t have to find someone to cover their shift while they see a clinician. Instead, your employees can get the care they need right in the workplace—no travel required.

Cost-savings.
It’s all about time saved. When a worker doesn’t have to leave their work site to get care, you save on productivity and working hours. A 2013 study found that because of this, telemedicine showed a 100% return on investment with as little as 15-20% employee utilization.

Continuum of care.
With Concentra, your employees have access to a health network that reaches across the country. Should a telemedicine visit require additional follow-up or a more serious medical interaction, we can send employees near one of our medical centers right to a clinician with minimal delay. No matter where they go, you’ll know they’re seeing a Concentra provider you can trust.
What do my workers need?

1. Access to a quiet, private location. The worker will need this for their privacy.

2. A computer, smartphone, or mobile device with a webcam and microphone. Concentra Telemed requires video to work.

3. An internet connection and active email address. They’ll need this to connect to their telemedicine visit.
Mobile Access
Patients can access Concentra Telemed from their Android or iOS mobile device by downloading the Concentra Telemed app from Google Play or the App Store. For the best experience, a wi-fi connection is recommended.

Concentra Telemed can also be accessed via cellular connection (3G/4G). If you’re accessing via cellular network, ensure that you have a strong signal (4-5 bars) before connecting. Device must have a front-facing camera (supports two-way video visits).

To use Concentra Telemed on mobile, your device must meet the requirements below.

Concentra Telemed app installed (see above)

**Operating System - iOS** (iOS 9 or later is required starting with v9.5 of mobile)
- iPhone 4S and newer
- iPad 2 and newer; all iPad Minis
- iPod Touch 5th generation and newer

**Operating System - Android** (Ice Cream Sandwich v4.0.0 or above)
- Android Phone
- Android Tablet
- Not supported: HTC myTouch, all Prestige devices, and the PantechP9070
Concentra Telemed can be accessed from the web using any of the browsers listed below. Both JavaScript and cookies must be enabled in the browser settings.

**Google Chrome**
(latest version recommended; one version prior supported)
Visit: [http://www.google.com/chrome](http://www.google.com/chrome)

**Mozilla Firefox**
(latest version recommended; one version prior supported)
Firefox users must have the latest version of Flash installed. Check your version: [http://get2.adobe.com/flashplayer](http://get2.adobe.com/flashplayer)

**Microsoft Internet Explorer**
(PC ONLY: minimum v9.0; maximum v11)
Windows 7 or later is required to support TLS 1.1 and TLS 1.2. Review the Enabling TLS 1.1 and TLS 1.2 in Internet Explorer article to enable TLS 1.1 or higher encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption.

**Safari**
(Mac ONLY: latest version recommended; one version prior supported)
Connectivity
To test connectivity, click the “Test My Computer” button in the primary navigation bar, and follow the on-screen instructions. Users will be required to download the enhanced video client before starting a visit. For the best experience, high-speed broadband internet access (cable, DSL) is recommended. A minimum bandwidth of 1 MB/s upload/download is required. A bandwidth of 3 MB/s is recommended for optimal experience. For the best video quality, connect via a wired internet connection.

Recommendations
To reduce the risk of video issues, ensure there is no conflicting software running in the background that may cause issues with enhanced video. This includes applications that may try to use your webcam, such as WebEx, GoToMeeting, and Skype. Completely quit these applications before your visit. If you experience issues connecting with enhanced video, contact your network administrator to ensure the network is configured correctly to allow enhanced video to operate.
For access via web browser, ensure the workstation meets the requirements below.

**Operating Systems:**

**Windows:** 7, 8, and 10  
**Mac:** OS X 10.6 “Snow Leopard” or later (Intel CPUs only)  
**Linux OS** (including Chromebook devices) are not supported

- Adobe Flash Plug-In v10.1 or greater installed  
- Adobe Reader 7 or greater installed  
- USB or built-in webcam (required for two-way video during web visits)  
- Audio - to minimize feedback, use headphones, or a headset with built-in microphone
If a proxy server is used for web browsing, please configure the URLs below to bypass proxy.

<table>
<thead>
<tr>
<th>Port</th>
<th>IP Addresses</th>
<th>Specification</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>TCP Port 80</td>
<td>207.211.42.230-235</td>
<td>HTTP: Outbound to Portal</td>
<td>Client to Portal version compatibility check</td>
</tr>
<tr>
<td>TCP Port 443</td>
<td>207.211.42.230-235</td>
<td>HTTPS: Outbound to Portal</td>
<td>SSL connections for Vidyo Portal authentication and for VidyoProxy</td>
</tr>
<tr>
<td>TCP Port 8443</td>
<td>207.211.47.129 70.42.136.171</td>
<td>TCP: bandwidth test traffic</td>
<td>Client to server bandwidth test application messages</td>
</tr>
<tr>
<td>TCP Port 17992</td>
<td>207.211.42.230-235</td>
<td>EMCP: Outbound to Portal</td>
<td>Client connections to Vidyo Manager</td>
</tr>
<tr>
<td>TCP Port 17990</td>
<td>207.211.42.230-235</td>
<td>SCIP: Outbound to Portal and Router</td>
<td>Client connections to Vidyo Router</td>
</tr>
<tr>
<td>UDP Ports: 50000-65535</td>
<td>207.211.42.230-235</td>
<td>RTP/sRTP/RTC P: Bi-Directional to and from VidyoRouter</td>
<td>Audio and Video Media from clients (6 ports per client). RTP and RTCP pair for each audio and video stream</td>
</tr>
<tr>
<td>TCP Ports: 80,443,17990,17992 UDP Ports: 50000-65535</td>
<td>70.42.136.198-201 DR VIDEO SERVERS andvidcstr1.myonlinecare.net andvidtr1.myonlinecare.net andvidtr2.myonlinecare.net</td>
<td>Same as above entries</td>
<td>Client connections to DR site video system</td>
</tr>
<tr>
<td>TCP Ports: 443</td>
<td>207.211.42.128/25 207.211.47.128/25 207.211.52.0/24 70.42.136.0/23</td>
<td>HTTP, HTTPS inbound to application</td>
<td>Browser connections to main website and DR locations</td>
</tr>
<tr>
<td>TCP Ports: 80, 443</td>
<td>207.211.42.221 video.&lt;domain name&gt;.com</td>
<td>Standard Video (Adobe FMS)</td>
<td></td>
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</tbody>
</table>

Concentra Telemed is supported by American Well. For technical support, please call 844-349-7862. Technical support is available 24/7.
Need help?

Call 1-855-835-6337

ConcentraTelemed.com

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