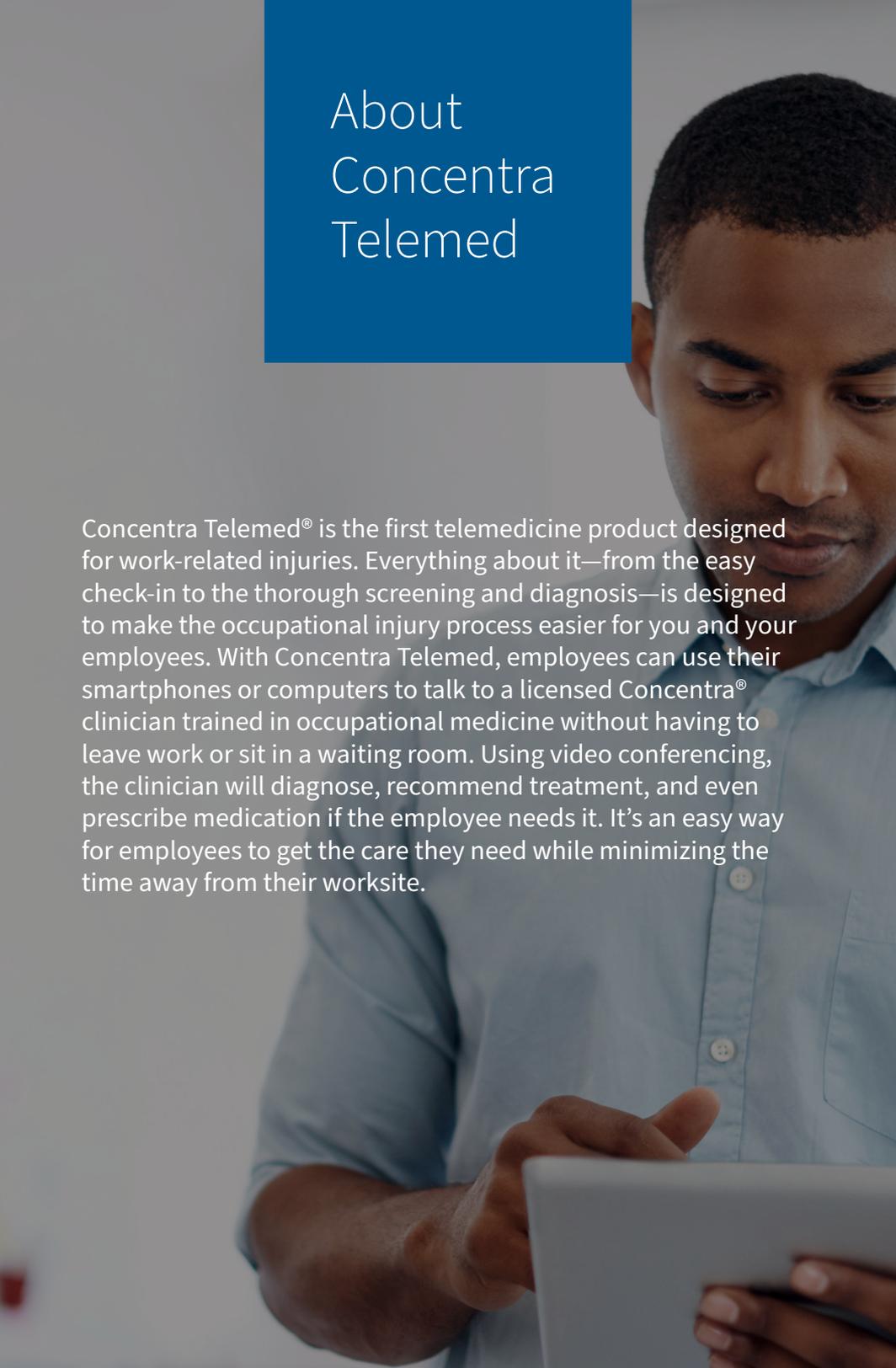


# Telemedicine Starter Kit

**Concentra**<sup>®</sup>  
Telemed



A man with short dark hair, wearing a light blue button-down shirt, is looking down at a tablet computer he is holding. The background is a plain, light-colored wall. A blue rectangular box is overlaid on the top left of the image, containing the title text.

# About Concentra Telemed

Concentra Telemed® is the first telemedicine product designed for work-related injuries. Everything about it—from the easy check-in to the thorough screening and diagnosis—is designed to make the occupational injury process easier for you and your employees. With Concentra Telemed, employees can use their smartphones or computers to talk to a licensed Concentra® 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 employee needs it. It's an easy way for employees to get the care they need while minimizing the time away from their worksite.

# How to Launch Concentra Telemed at Your Workplace

- 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 employees (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.
2. Supervisor completes incident report and authorization for treatment.
3. Supervisor or nurse triage (if applicable) determines if visit is appropriate for telemedicine and offers to employee as an option.
4. Employee accepts, and using a computer or mobile device, employee goes to [www.concentratelemed.com](http://www.concentratelemed.com) from Google Chrome, Firefox, or Safari. Employee may also use a mobile device to download the Concentra Telemed app from [Google Play](#) or the [Apple App Store](#).
5. First-time users select “I don’t have an account” to create an account. Employee inputs the state he/she is currently in and some basic information to create an account. Then, he/she logs in and confirms location. Employee will wait to be connected with a care coordinator to complete patient intake.
6. Employee connects with a care coordinator, who conducts patient check-in.
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 evaluation, diagnosis, and treatment.
9. The employee is connected with the care coordinator again to complete checkout.

# What it treats

- Grade I/II upper/lower extremity strains/sprains
- Minor neck and back strains/sprains
- Bruises/contusions
- Minor burns
- Abrasions/scrapes
- Contact dermatitis/rashes
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen exposures



It can also be used for injury rechecks, physical therapy, COVID-19 return-to-work evaluations, and transfer-of-care evaluations. 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 emergency department.

After you partner with Concentra Telemed, we'll provide you with clinical guidelines to help you know when to send an employee to a medical center and when they can be seen via telemedicine.

# How you benefit

## Convenience.

Concentra Telemed provides 24/7 access to our licensed occupational health clinicians. Employers don't have to arrange transportation, and employees don't have to leave work - or home - to receive initial injury care or follow-up care.

## Cost-savings.

The time saved using Concentra Telemed can help to improve productivity, which can yield immeasurable cost savings. Plus, the cost of our telemedicine services and occupational medicine expertise is less than the cost of an emergency department visit with a doctor who may lack our expertise.

## Continuum of care.

Most Concentra Telemed patients receive all the care they need via telemedicine; however, when telemedicine patients require hands-on care, we send them to our nearest Concentra medical center with minimal delay for a seamless continuum of care.

# What do my employees need?

1. Access to a quiet, private location. The employee will need this for their privacy. The employee will need an authorization to treat provided by the employer or nurse triage (if applicable).
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.



# How to access Concentra Telemed

## Web Access (PC/Mac/Android/Apple)

To access Concentra Telemed, open the web browser on your computer or mobile device and go to [www.concentratelemed.com](http://www.concentratelemed.com). Both JavaScript and cookies must be enabled in the browser settings. For the best web experience, we recommend using the web browsers listed below.

### Google Chrome(PC or Android Device)

(latest version recommended; one version prior supported)

Visit: <http://www.google.com/chrome>

### Mozilla Firefox (PC or Android Device)

(latest version recommended; one version prior supported)

Visit: <http://www.mozilla.org/en-US/firefox/new/>

### Safari (Mac or Apple Device)

(Mac ONLY: latest version recommended; one version prior supported)

Visit: <http://www.apple.com/safari/download/>

## Computer recommendations:

- Intel i3 or AMD Quad Core processor minimum
- 4 GB RAM minimum for an eVisit-dedicated machine or 8 GB RAM minimum for a multi-purpose machine
- Camera (HD 1080p resolution recommended)
- Microphone

Operating systems:

- Windows 7 or higher
- MacOS 10.12 or higher

# How to access Concentra Telemed

## Mobile Access

Whether using a computer, smartphone, or tablet, Concentra Telemed offers an exceptional web experience; however, the Concentra Telemed mobile app is another option. To download the app, search for “Concentra Telemed” at the Apple App Store or Google Play from an Apple or Android mobile device.

For the best mobile experience, we recommend a Wi-Fi connection or 3G/4G cellular connection, and make sure the mobile device has a strong signal (4-5 bars). Other mobile device requirements are listed below.

- Concentra Telemed app installed (see above)
- Device must have a front-facing camera (supports two-way video visits)
- Operating System
  - Any iOS device newer than 3 years old, running iOS 8 or higher
  - Any Android device newer than 2 years old, running Android 4.4 or higher

# Connectivity & recommendations

## Audio/Visual Recommendations

Computers, tablets, and smartphones are typically equipped with adequate audio/visual equipment, including a microphone, camera, and audio speakers. Most laptops come equipped with these embedded devices, but they can also be added separately and connected via USB port or Bluetooth. External microphones, speakers, and cameras are recommended for desktops that may not have these built-in features.

## Connectivity

It is recommended that computer users run an equipment test before a Concentra Telemed visit to determine connectivity. The equipment test can be started after a user logs into Concentra Telemed and selects the drop-down arrow to the right of the user profile photo and name in the upper right-hand corner. Next, select “Equipment Test” and click the green “Start” button. Make sure the camera, audio speakers, and microphone have not been disabled.

## Internet Speed Test

Make sure that your computer’s internet connectivity meets minimum requirements, which can vary by location and internet service stability. An internet speed test can be run anytime at [www.speedtest.net](http://www.speedtest.net).

## Computer Settings

If multiple users have logins on the same workstation, each user must log off when finished using the workstation (as opposed to just staying logged in and switching users). Workstations should be configured so that they do not go to sleep or into Power Save mode. Certain anti-virus software may interfere with video and audio connection. If your connection is slow, you may need to disable the anti-virus software or check with your IT department prior to conducting a visit.

Need help?

Call **855.835.6337**

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