



An Innovative Way to Get Care for Work Injuries

Employee Quick Start Guide

Concentra[®]
Telemed

Welcome to Concentra Telemed

We believe in the importance of providing options to help you access immediate medical care following a work injury. That's why we've partnered with Concentra®, the nation's largest occupational health provider, to offer Concentra Telemed®.

What is Concentra Telemed?

Concentra Telemed is a telemedicine platform designed specifically for the treatment of relatively minor, work-related injuries. It uses video technology to deliver health care to you when and where you need it using a smartphone, tablet, or computer.

Better Access for Better Health Outcomes

You never know when you may need a clinician for a work-related incident. When you do, the sooner you can get treated, the better. Concentra Telemed can be used any time or place.

Telemedicine Services

Concentra clinicians are trained to treat occupational health conditions using a telemedicine platform. They can consult on and diagnose conditions, prescribe medications, and treat you when you are injured and during your recovery.

Instead of having to schedule time away from work to attend a doctor's appointment or travel to and from a medical office, this telemedicine app lets you interact with a clinician soon after the incident. Some of the injuries and conditions treated through Concentra Telemed include:

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

Treatment for Minor Injuries

Concentra Telemed can be used to treat minor work injuries or injuries that may not require hands-on treatment. It is not designed for the treatment of serious or life-threatening injuries. For more serious injuries, always follow your employer's workplace incident reporting protocol and seek emergency medical services. Please contact your supervisor for more information.

Additional Telemedicine Services

The following services are also available using Concentra Telemed:

Concentra Telerehab®

- Employees previously seen at a Concentra medical center for physical therapy may use our telemedicine platform to continue their rehab sessions.

COVID-19 Return-to-Work Evaluation

- Evaluate employees who tested positive for or were potentially exposed to COVID-19 before they return to work.

Telemedicine Transfer-of-Care Evaluation

- Employees who were injured at work and began treatment with another health care provider may have the option to transfer work injury care to Concentra via Concentra Telemed.

Some of the additional telemedicine services require an appointment and/or authorization. Other conditions may also apply. Contact your nearby Concentra medical center or onsite clinic for more information.

Privacy Matters

The platform meets all HIPAA compliance standards, ensuring a private, secure interaction during each video visit. Plus, video sessions are never recorded.

Service Hours

Concentra Telemed offers 24/7 access in all available states. For a current list of available states, go to concentra.com/telemedicine. Click Employer Resources, and select Concentra Telemed Availability.

How It Works

To get started, download the Concentra Telemed app from the [Apple App Store](#) or [Google Play](#). You can also use the web version; just go to www.concentratelemed.com from a computer. You will speak with a care coordinator for intake. The care coordinator will evaluate your condition to determine if telemedicine is a good option. If telemedicine is recommended – and accepted by you – you will be connected to a Concentra clinician for a video visit.

Web Registration

PC/Mac/Laptop/Apple/Android

Whether on a computer, smartphone, or tablet, Concentra Telemed offers an exceptional web experience.

For the best experience, we recommend the following:

- Use a computer with a webcam and microphone
- Click the “Test My Computer” button in the primary navigation bar
- For optimal video experience, use a wired, high-speed internet connection with a bandwidth of 3 MB/s
- Close all other video applications (e.g., Skype, WebEx) while using

PC and Android Users

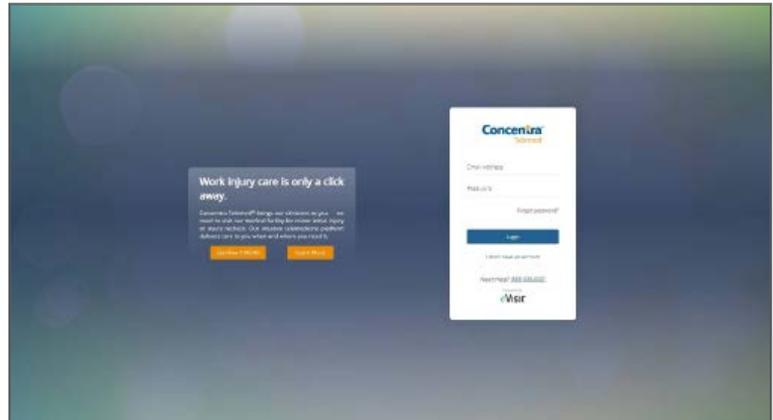
Use the latest version of Google Chrome or Mozilla Firefox (recommended)

Mac and Apple (iOS) Users

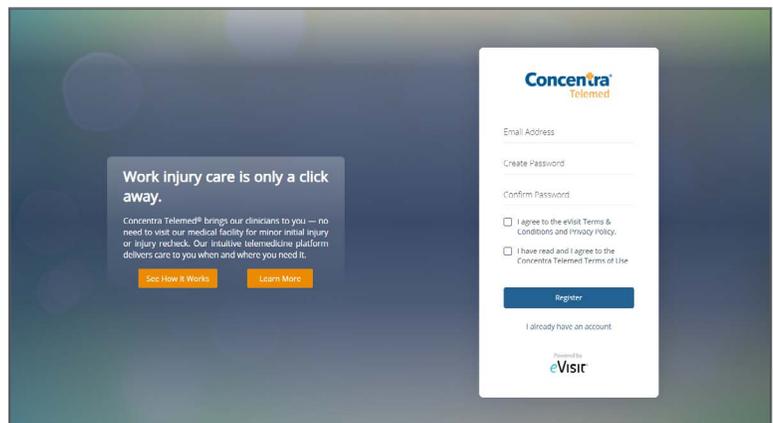
Use the latest version of Safari (recommended)

Getting Started (Web Instructions)

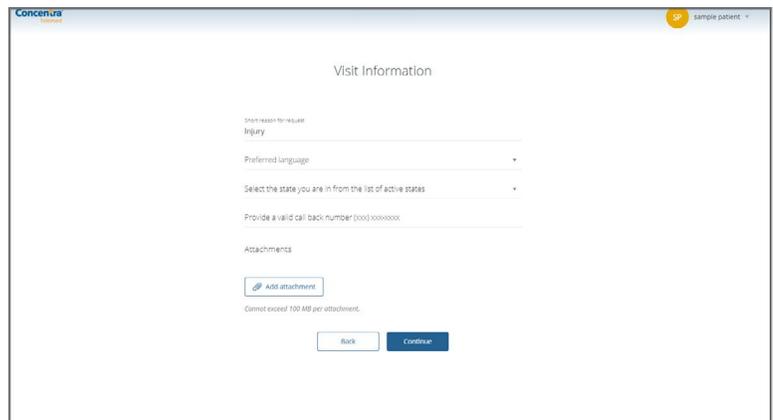
- 1 Go to www.concentratelemed.com from your computer or mobile device.



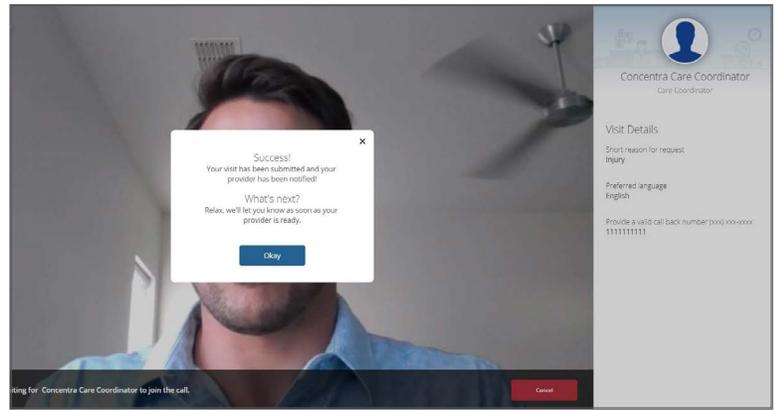
- 2 Click “I don’t have an account” and follow the prompts to create a new account.



- 3 Input the state you are currently in and some basic information to create your account. Then, log in and confirm your location. Wait to be connected with a care coordinator to complete patient intake.



- 4 A care coordinator will connect with you and complete patient intake. You will then be placed in a virtual waiting room until the clinician is ready.



- 5 You are connected to a clinician for evaluation, diagnosis, and treatment.



- 6 After the exam is over, you will be connected to the care coordinator again, who will complete checkout and provide discharge instructions.



Technical Support

For 24/7 technical assistance, call 855.835.6337.

You can get help with login issues, connection problems, and other user issues.

Mobile Registration

Android/Apple

Apple and Android users can also use the Concentra Telemed mobile app.

For the best experience, we recommend the following:

- Use a smartphone with a microphone and webcam
- Use a device with a 4G connection (or better)
- Use Wi-Fi
- Have a strong phone signal (4-5 bars)
- Install the latest operating system on your device

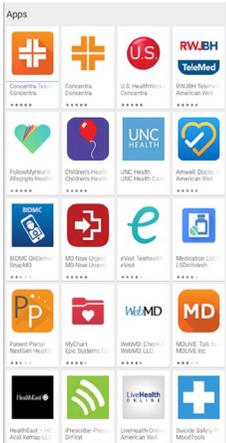
Compatible Android Devices

- Any Android device newer than 2 years old and running Android 4.4 or higher

Compatible Apple (iOS) Devices

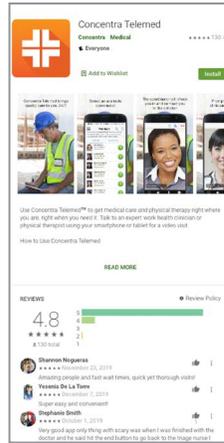
- Any iOS device newer than 3 years old, and running iOS 8 or higher

Getting Started (Mobile Instructions)



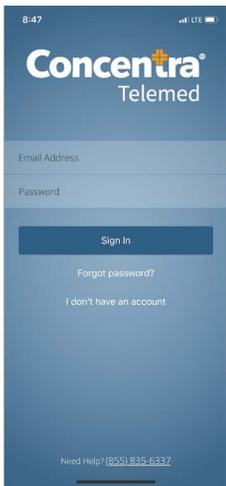
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Search the [Apple App Store](#) or [Google Play](#) for “Concentra Telemed.”



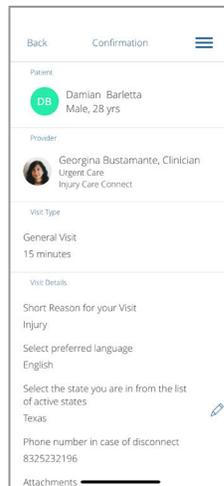
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Download the Concentra Telemed app.



3

Open the app. Register and log in. You will need your email address and photo ID.



4

Once logged in, select an available care coordinator to start the patient intake process. The coordinator will get information about your condition.

5

The care coordinator will complete patient intake and connect you to a clinician.



6

Once the clinician is available, you will start your visit.

7

After the exam is over, you will be connected to the care coordinator again, who will provide discharge instructions.

*You cannot access the app on a computer. Visit concentratelemed.com