

# How to Use Concentra Telemed

- After informing your supervisor or safety personnel of your work-related injury, and receiving clearance to obtain care via telemedicine, you are ready to start your visit with Concentra Telemed®. There are three ways to access Concentra Telemed: from your computer's web browser, from the web browser of your mobile device, or via the Concentra Telemed app.



## How to Access ConcentraTelemed.com

You'll need a computer or mobile device with a webcam and microphone. Have your photo ID ready.

1. Open your web browser on your computer or mobile device to [www.concentratelemmed.com](http://www.concentratelemmed.com). Google Chrome or Mozilla Firefox is recommended for PC and Android users. Safari is recommended for Mac and Apple users.
2. Log in or click "I don't have an account." Follow the prompts to create an account. You must provide your email address.
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. The care coordinator will ask you some questions about your medical history and why you're visiting.
5. You'll be queued in a virtual waiting room to see a clinician. If you need to step away, remember to select text notifications so you'll know when the clinician is ready.
6. Time for your appointment! Talk to the clinician via video as much as you need to.
7. When you're done, you'll check out with your care coordinator. They'll help you get scheduled for another visit if you need it.



## Access Concentra Telemed (Mobile App)

To use the app, you'll need a smartphone with a camera. Have your photo ID ready.

1. Go to the Apple [App store](#) or [Google Play](#). Search for "Concentra Telemed" and download the Concentra Telemed app.
2. Open the app.
3. Sign up or log in. You'll need to use your email address.
4. 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.
5. The care coordinator will ask you some questions about your medical history and why you're visiting.
6. You'll be queued in a virtual waiting room to see a clinician. If you need to step away, remember to select text notifications so you'll know when the clinician is ready.
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- **Need help? Having technical issues?**  
Call us at 855.835.6337.