

### What is Concentra Telemed?

Concentra Telemed™ lets workers talk with a clinician on their smartphones or computers. They don't have to leave work or sit for a long time in a waiting room when they're hurt. Instead, the clinician comes to them. Using video conferencing, the clinician will diagnose, recommend treatment, and even prescribe medication if the worker needs it. It's an easy way for employees to get the care they need while minimizing the time away from their worksite.

### Can I use Concentra Telemed in every state?

Not yet. Concentra Telemed is currently available in Arizona, California, Colorado, Florida, Georgia, Illinois, Maine, Maryland, Michigan, Missouri, New Jersey, New Mexico, North Carolina, Pennsylvania, South Carolina, Tennessee, and Virginia and is coming to more states throughout 2018.

### Does the clinician know workers' compensation injury care?

Yes. Concentra Telemed clinicians have been trained in telemedicine and workers' compensation injury care. Like all Concentra clinicians, they bring a return-to-work focus to the appointment.

### How long does a Concentra Telemed visit take?

It varies depending on what an employee needs treated. There's no time spent traveling to a center or sitting in the waiting room.

### What can Concentra Telemed treat?

Concentra Telemed can treat minor injuries that don't require an in-person physical examination. These include:

#### Initial Injuries

- Grade I and II strains/sprains
- First-degree burns
- Back strains/sprains
- Neck strains/sprains
- Contusions
- Abrasions
- Rashes
- Tendonitis/repetitive use injuries
- Bloodborne pathogen exposure

#### First Aid

- Routine OSHA first aid

#### Rechecks

(When recovery is progressing and hands-on procedures are not needed)

- Some wound and laceration checks
- Second-degree burns
- Moderate cervical and low back injuries
- Significant sprains, strains and contusions
- Routine post-operative checks

### How does a Concentra Telemed visit work?

After signing up on their computer or smartphone, a worker will be "checked in" by a Telemedicine care coordinator. This care coordinator will ask them some questions about their injury and medical history and why they're asking to see the clinician. This will help determine if the worker needs to get in-person treatment instead, so there is no delay in care.

If the visit is appropriate for Telemedicine, the worker will be sent to a virtual waiting room. Because it's virtual, the worker can keep working while waiting to see a clinician, if it's safe for them to do so. They can set up a text alert so that they're notified when the clinician is ready and then proceed with their appointment. Then the worker will be connected to the next available Concentra clinician for treatment.

After the appointment, the worker will be "checked out" from the virtual visit. Any necessary follow-up care will be scheduled. The appropriate forms will be generated and sent to the appropriate contacts.

### Can I use Concentra Telemed for workers' compensation injury care?

Yes—in fact, we encourage it if the injury isn't severe! If the injury is severe, we may refer the employee to the nearest Concentra medical center or emergency department, depending on how the injury occurred and how serious it is.

### Where should my employee conduct their telemedicine visit?

We recommend offering your employees a quiet, private location

where no one can hear the employee or view the employee's device. You may choose to dedicate an empty office or room, if available.

### How do my workers access Concentra Telemed?

Workers can access Concentra Telemed by downloading the Concentra Telemed app (available on Android and iPhone) or visit [ConcentraTelemed.com](http://ConcentraTelemed.com) on a computer.

### Is Concentra Telemed secure?

Yes. Concentra Telemed is HIPAA-compliant and designed to securely transmit patient information. We do not store patient records via this platform. The video visit is also not recorded or stored.

### How do I submit an employer authorization for telemedicine?

Email your authorization to [Telemed@concentra.com](mailto:Telemed@concentra.com) or fax it to 844-371-8990.

### How do I know if a worker should use Concentra Telemed instead of seeing a clinician in person?

We'll give you clinical guidelines ahead of time so that you know exactly what can be seen via Telemed—and what should be seen in a Concentra center. Our care coordinators also screen workers when they log into Concentra Telemed

to ensure that they're triaged to the correct place, whether that's Telemed, a Concentra medical center, or the emergency department.

### Who do I contact if I need help?

If you need help or you're having technical issues, call us at 855-835-6337.

### Is Concentra Telemed less expensive than seeing a clinician in person?

The visit charge is the same—you're still paying for the clinician's expertise. The cost savings comes from the amount of time saved, because workers:

- Don't have to leave work for treatment
- Don't waste time sitting in a waiting room
- Can get treatment right away, ensuring compliance with workers' compensation laws

### Is Concentra Telemed only available via video chat, or could an injured worker also contact a provider via phone?

To provide patients with the best possible care, Concentra Telemed visits will only be conducted through video. Due to the nature of workers' compensation injuries and illnesses, quality visits must use video. Patients will also have the option to wait to connect until they're able to use video for the visit.



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