

About Concentra Telemed | FAQ

What is Concentra Telemed?

Concentra Telemed[®] is a telemedicine app designed specifically for the treatment of relatively minor, work-related injuries. It provides fast, easy access to an occupational health clinician who specializes in treating work-related injuries.

Why Concentra Telemed?

We're dedicated to protecting you, our most important asset, while on the job. If you suffer a minor work injury, Concentra Telemed can offer a reliable, convenient way to treat your work injury where and when you need it.

What kinds of injuries/conditions can be treated using Concentra Telemed?

Concentra Telemed is designed to treat minor, work-related injuries, such as:

- 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

Concentra Telemed is not designed to treat emergent or life-threatening conditions, nor is it intended as a substitute for emergency medical care. If you have a serious or life-threatening injury, please dial 911 or seek emergency medical care immediately.

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How does it work?

First, report any work-related incident to your supervisor, who will assist in using Concentra Telemed.

1. Go to www.concentratelemed.com from your web browser. PC and Android users should open Google Chrome or Mozilla Firefox, while Mac or Apple users should open Safari. You can also use your mobile device to download the Concentra Telemed App. Just go to [Google Play](#) or the Apple [App Store](#) and search for Concentra Telemed.
2. Click "I don't have an account" and follow the prompts to create an account.
3. Input the state you are currently in and some basic information to create your account.
4. Log in and confirm your location. Wait to be connected with a care coordinator to complete patient intake.
5. A care coordinator will greet you and complete patient intake.
6. You will sit in a virtual waiting room until a clinician is available.
7. A clinician connects with you for evaluation, diagnosis, and treatment.
8. You will be reconnected to the care coordinator for patient discharge.

Is Concentra Telemed available 24/7/365?

Concentra Telemed delivers 24/7 access in all available states except Hawaii and will continue to provide anytime access as we expand to other states.

Can I use Concentra Telemed while traveling with work?

It depends on the state. Our ultimate goal is to provide nationwide access to occupational health clinicians using our telemedicine platform; however, there are some states where Concentra Telemed is currently unavailable. For availability by state, go to www.concentra.com/telemedicine, scroll down to Employer Resources, and click Concentra Telemed Availability.

Can any mobile device work?

For the best experience using the app, a Wi-Fi connection of 4G or higher is recommended using a current iOS or Android device with a mic and webcam.

Recommended mobile device options:

- Any Apple (iOS) device newer than 3 years old and running iOS 8 or higher
- Any Android device newer than 2 years old and running Android 4.4 or higher

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How secure is a Concentra Telemed visit?

Concentra Telemed deploys a HIPAA-compliant system of secure communication to maintain the integrity of your protected health information (PHI). The platform is equipped to monitor communications for prevention of accidental or malicious breaches. In addition, Concentra® does not record video visits or store patient records in this platform.

How long does a Concentra Telemed visit take?

The length of each visit depends on your condition and medical needs. One advantage of using Concentra Telemed for qualified injuries is you will not spend time traveling to and from a medical facility or sitting in a waiting room.

Can I use Concentra Telemed for my primary care needs?

No. Concentra Telemed is a telemedicine platform designed to manage less serious work injuries only. It should not be utilized to treat health conditions that are not work-related.

What if I need technical assistance?

If you need help or have technical issues, call 855.835.6337.