

Telemedicine Rechecks

Concentra® provides virtual rechecks through our telemedicine platform, Concentra Telemed®. Virtual rechecks are available for patients who have been previously seen in the center for an injury visit.

➤ **Rechecks are provided through Concentra Telemed by our center clinicians, and are available Monday through Friday, 8 a.m. – 5 p.m. in most locations. To schedule a recheck, please call your nearest Concentra medical center. You can find their information on Concentra.com.**

How to Use Concentra Telemed for a Recheck

To use Concentra Telemed, you'll need a mobile device or a computer with a webcam and microphone. Appointments are required for Concentra Telemed rechecks.



Access Concentra Telemed on a Computer

1. To make an appointment, call the Concentra medical center where you were first seen.
2. The center will create an account and schedule your visit.
3. You will receive an email to setup your password and access Concentra Telemed at the time of your visit.
4. A few minutes before your visit, open the link in your email in your web browser (Google Chrome, Firefox, or Safari).
5. Follow the instructions onscreen to set your password.
6. Once you have access to your account, click "Account" and then "Add Service Key." In the field that comes up, type "Injury" and then click "Add."
7. Once you are on your home screen, click the appointment icon or the notification popup to start your visit.
8. A Concentra colleague will greet you and check you in for the visit.
9. When the clinician is ready, he or she will connect and perform your visit via video.
10. After the visit, a Concentra colleague will complete check out and schedule any needed follow-ups. You will receive your visit paperwork via email.



Access Concentra Telemed on a Mobile Device

1. To make an appointment, call the Concentra medical center where you were first seen.
2. The center will create an account and schedule your visit.
3. You will receive an email to setup your password and access Concentra Telemed at the time of your visit.
4. A few minutes before your visit, open the link in your email on your phone. It will prompt you to download the Concentra Telemed app.
5. Follow the instructions onscreen to set your password.
6. Once you have access to your account, click "Account" and then "Add Service Key." In the field that comes up, type "Injury" and then click "Add."
7. Once you are on your home screen, click the appointment icon or the notification pop-up to start your visit.
8. A Concentra colleague will greet you and check you in for the visit.
9. When the clinician is ready, he or she will connect and perform your visit via video.
10. After the visit, a Concentra colleague will complete check out and schedule any needed follow-ups. You will receive your visit paperwork via email.