

# Telemedicine For Injury 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 during current hours of operation. To schedule a recheck, please call your nearest Concentra medical center. You can find their information on [Concentra.com](https://www.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 (Web or Mobile Web)

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 set up 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 to set your password, and confirm your visit.
6. Once you are on your home screen, click the appointment pop-up or green start button with the camera icon to start the visit.
7. You will be placed in a virtual waiting room. Then, you will be greeted by a Concentra colleague who will check you in for your visit.
8. When the clinician is ready, he or she will connect and perform your visit via video.
9. After the visit, a Concentra colleague will complete checkout and schedule any needed follow-ups. You will receive your visit paperwork via email.



### Access Concentra Telemed (Mobile App)

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 set up 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.
5. Follow the instructions to download the app, set your password, and confirm your visit.
6. Once you are on your home screen, click the appointment pop-up or green start button with the camera icon to start the visit.
7. You will be placed in a virtual waiting room. Then, you will be greeted by a Concentra colleague who will check you in for your visit.
8. When the clinician is ready, he or she will connect and perform your visit via video.
9. After the visit, a Concentra colleague will complete checkout and schedule any needed follow-ups. You will receive your visit paperwork via email.