

Telemedicine Return-to-work

If you have potentially been exposed to Coronavirus Disease (COVID-19) or have had a prior positive test, your employer may request that you get a return-to-work evaluation. Concentra® provides return-to-work evaluations through our telemedicine platform, Concentra Telemed®, for employees without symptoms (such as fever, cough, shortness of breath) who may have been exposed to Coronavirus, who have been quarantined, or who previously tested positive but currently have no symptoms.

➤ **COVID-19 return-to-work evaluations 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 get a COVID-19 return-to-work evaluation, 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 Coronavirus Return-to-work Evaluations

To use Concentra Telemed, you'll need a mobile device or a computer with a webcam and microphone. You will need a service authorization from your employer, which he or she can submit to Concentra via fax, email, or online through our Employer Portal.



Access Concentra Telemed on a Computer

1. Call your Concentra medical center to make an appointment.
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 "Coronavirus" 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. Call your Concentra medical center to make an appointment.
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 "Coronavirus" 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.