

What is Concentra Telemed?

Concentra Telemed lets workers talk with a doctor 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 doctor comes to them. Using video conferencing, the doctor 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 work site.

Does my worker connect with a real doctor via Concentra Telemed?

Yes. Concentra Telemed connects your worker with a licensed physician.

Does the doctor know workers' compensation injury care?

Yes. Concentra Telemed physicians have been trained in telemedicine and workers' compensation injury care. Like all Concentra physicians, 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

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 physician. 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 doctor, if it's safe for them to do so. They can set up a text alert so that they're notified when the doctor is ready and then proceed with their appointment. Then the worker will be connected to the next available Concentra physician 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 to the nearest Concentra medical center or emergency department, depending on how the injury occurred and how serious it is.

How do I submit an employer authorization for Telemedicine?

Email your authorization to Telemed@concentra.com or fax it to 844-371-8990.

How do my workers access Concentra Telemed?

Workers can access Concentra Telemed by downloading the Concentra TM app (available on Android and iPhone) or visit ConcentraTelemed.com on a computer.

Is Concentra Telemed secure?

Yes. Concentra Telemed is HIPPA-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 know if a worker should use Concentra Telemed instead of seeing a doctor 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.

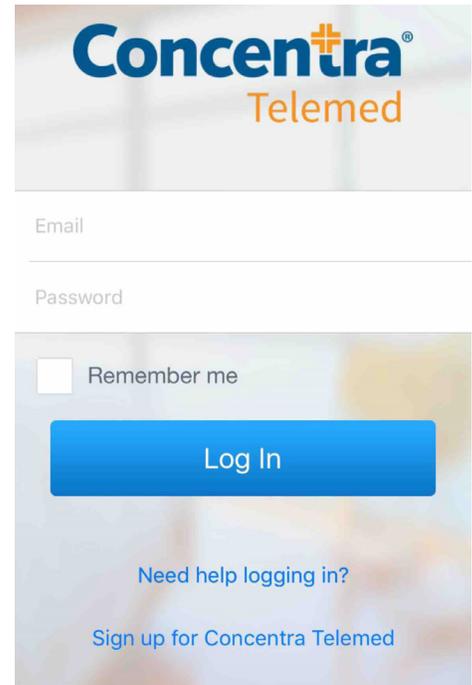
Is Concentra Telemed less expensive than seeing a doctor in person?

The visit charge is the same—you're still paying for the physician'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.

Who do I contact if I need help?

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