

# Frequently Asked Questions

## What is Concentra Telemed?

Concentra Telemed® is a telemedicine platform for employees with relatively minor work injuries. It allows our clinicians to evaluate, diagnose, and treat employees via video to minimize lost duty time and productivity losses that occur by sending an employee to a nearby medical facility.

## 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/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

### 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

## Can I use Concentra Telemed in every state?

Click [here](#) or visit [www.concentra.com/telemedicine](http://www.concentra.com/telemedicine) to see where Concentra Telemed is currently available.

## Is Concentra Telemed available for COVID-19?

As part of a return-to-work evaluation, Concentra Telemed may be used to evaluate employees who tested positive for or were potentially exposed to coronavirus disease (COVID-19). This service is available in Concentra medical centers during clinic hours.

## What other services are available through Concentra Telemed?

**COVID-19 Return-to-Work Evaluation** - Evaluate employees who tested positive for or were potentially exposed to COVID-19 before they return to work.

**Physical Therapy** - Employees previously seen at a Concentra medical center for physical therapy may be eligible to use our telemedicine platform to continue their rehab sessions.

Other conditions may also apply. These services must be scheduled and typically require authorization. Contact your nearby Concentra medical center or onsite clinic for more information.

## 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.

## How does a Concentra Telemed visit work?

After signing up on their computer or smartphone, an employee will be "checked in" by a telemedicine care coordinator. This care coordinator will ask some questions about their injury and medical history and why the employee requests to see the clinician. This will help determine if the employee needs to get in-person treatment instead, so there is no delay in care.

If the visit is appropriate for telemedicine, the employee will be sent to a virtual waiting room. The employee can set up a text alert to be notified when the clinician is ready and then proceed with their appointment. Then the employee will be connected to the next available Concentra clinician for treatment.

After the appointment, the employee 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.

## Where should my employees conduct their telemedicine visit?

We recommend offering your employees a quiet, private location where no one can hear the employee or view the employee's device. You may choose to dedicate an empty office or room, if available.

## How do my employees access Concentra Telemed?

Employees can access Concentra Telemed by visiting [www.concentratelemed.com](http://www.concentratelemed.com) from their computer, tablet, or mobile device, or by downloading the Concentra Telemed app from Google Play or the Apple App Store.

## Is Concentra Telemed secure?

Yes. Concentra Telemed is HIPAA-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 submit an employer authorization for telemedicine?

Employer authorizations can be sent via email ([telemed@concentra.com](mailto:telemed@concentra.com)), customer portal, or fax (844-371-8990). Also, the employee may hold the form up to the camera for a screen shot during the video visit.

## How do I know if an employee should use Concentra Telemed instead of seeing a clinician in person?

We'll give you clinical guidelines ahead of time so that you know what can be seen via Telemed—and what should be seen in a Concentra center. Our care coordinators also screen employees when they log into Concentra Telemed to ensure that the injury is appropriate for telemedicine.

## Whom do I contact if I need help?

If you need help or you're having technical issues, call us at 855.835.6337. For other needs, please email [telemed@concentra.com](mailto:telemed@concentra.com)

## Is Concentra Telemed less expensive than seeing a clinician in person?

The visit charge is the same—you're still paying for the clinician's expertise. The cost savings comes from the amount of time saved, because employees:

- Don't have to leave work for treatment
- Don't waste time sitting in a waiting room
- Can access Concentra Telemed 24/7, potentially avoiding unnecessary emergency department visits

## Is Concentra Telemed only available via video chat, or could an injured employee 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 occupational injuries and illnesses, quality visits must use video, and the majority of states require video visits for workers' compensation telemedicine.

## Can SSO (single sign on) be used with Concentra Telemed?

No, we do not offer SSO integration with Concentra Telemed platform. We cannot restrict access to care upon an employee's departure, enforce employees to use company email, or when they are off the company's network.

## Can I white label the Concentra Telemed website?

No, we do not have an option to white label the application at this time.