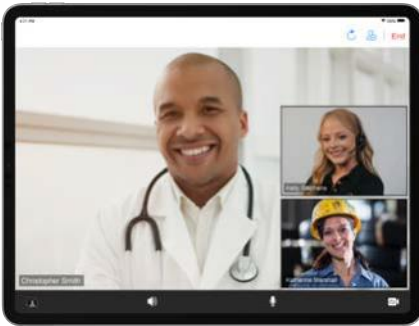




## Telemedicine Capabilities & Differentiators

### Medcor Meets Workers' Comp Industry Needs for Telemedicine



**Availability** 24/7/365 in all 50 states + DC\*, on-demand (5-15 minute physician wait time)

**Algorithmic screening process** to ensure that each case is in scope

**Board-certified physicians**

- Expert in evaluating and treating injuries remotely
- Experienced in treating injured workers and supporting return to work

**Robust documentation system** that addresses industry expectations and covers state-mandated questions to populate state forms

**Seamless workflow** to refer cases to clients' designated network providers

\* Telemed Network includes physicians licensed in all 50 states + DC, however regulators in IN, NV and WA do not currently support telemedicine for workers' comp. As soon as they do, Medcor can service these states.

### Medcor Telemed Differentiators

**Easy to Use**

Injured associates connect from Triage or on-site clinics, starting on a telephone and seamlessly transitioning to the video experience.

**Process Support**

Medcor's Patient Care Navigators (PCNs) support both injured associates and physicians to & through the visit, and after:

- Connect the associate to Medcor Telemed platform and physicians, or if unable to connect, channel to designated clinic-based providers.
- Introduce the case and orient the physicians to Medcor protocols and template.
- Memorialize key data points after reviewing the orders and return to work restrictions with physicians and Walmart associate.
- Manage the referral process, including First Fill, PT, DME, imaging and referrals of complex cases to clients' designated network providers.

**Experienced Physicians**

Highly experienced group of multi-state licensed, board-certified physicians with deep expertise in remote care; since 2015, our physicians have seen over 10,000 work comp telemedicine visits.

### Medcor Outcomes

**85%**

Resolution rate in Telemed

**75%**

of cases resolved in a single visit

**4.8/5**

Telemed Satisfaction Rate

vs. a 3.6 off-site clinic satisfaction rate.  
Injured workers like the Telemed experience better,  
and feel the physicians are more engaged.



Health Navigation

# Triage Telemed Workflow

