

Concentra Telemed is the first telemedicine product designed for workers' compensation. Everything about it—from the easy check-in to the fast triage and diagnosis—is designed to make the workers' compensation process easier for you and your workers.

The idea for Concentra Telemed started when we discovered that up to 30% of the initial injuries we see could be treated via telemedicine. This number jumps to 60% for injury rechecks. That's a lot of workers sitting in our medical centers who could be staying at work—and a lot of lost working hours and productivity for our customers.

Our solution: Concentra Telemed. It's a simple, convenient app that connects workers and licensed Concentra physicians via smartphones, tablets, and computers. Using video conferencing, the physician can diagnose, treat, and even prescribe medication.*



*Where allowed by applicable law.



How it works

1. Employee is injured at work and reports injury to supervisor.
2. Supervisor completes incident report and authorization for treatment.
3. Supervisor determines if visit is appropriate for telemedicine and offers it to employee as an option.
4. Employee registers for Concentra Telemed via the Concentra TM app or ConcentraTelemed.com.
5. Employee requests a visit on either the app or ConcentraTelemed.com.
6. Employee connects with a care coordinator, who conducts triage and registration.
7. If the employee's injury is appropriate for telemedicine, care coordinator completes intake and hands patient off to doctor.

What it treats

- Minor functional movement injuries
- Bruises
- Scrapes
- Sprains and strains
- Rashes and burns
- Repetitive use injuries
- Contusions

It can also be used for follow-up visits and rechecks. Issues that require physical exams or are considered severe will be sent to a Concentra medical center for treatment or to the nearest emergency department. As always, severe or life-threatening medical conditions should be sent to the ER. If you partner with Concentra Telemed, we'll provide you with clinical guidelines to help you know when to send a worker to a medical center and when they can be seen via Telemed.

How you benefit

> Convenience.

With Concentra Telemed, you don't have to arrange transportation for an injured employee. You don't have to find someone to cover their shift while they see a doctor. Instead, your employees can get the care they need right in the workplace—no travel required.

> Cost-savings.

It's all about time saved. When a worker doesn't have to leave their work site to get care, you save on productivity and working hours. A 2013 study found that because of this, telemedicine showed a 100% return on investment with as little as 15-20% employee utilization.

> Continuum of care.

With Concentra, your employees have access to a health network that reaches across the country. Should a telemedicine visit require additional follow-up or a more serious medical interaction, we can send employees near one of our medical centers right to a doctor with minimal delay. No matter where they go, you'll know they're seeing a provider you can trust.

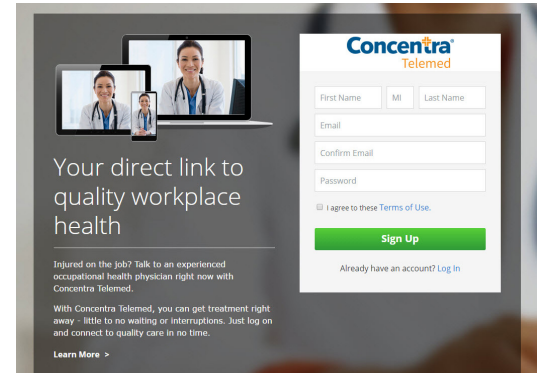
Employee Instructions - Sign Up

After informing your supervisor or safety personnel of your work-related injury, and receiving clearance to obtain care via telemedicine, you are ready to start your visit with Concentra Telemed™. There are two ways you can access Concentra Telemed, using your web browser on your computer or with the Concentra Telemed app on Android and iPhone.

How to Access ConcentraTelemed.com

You'll need a computer with a webcam and microphone. You can't access ConcentraTelemed.com using a tablet or smartphone.

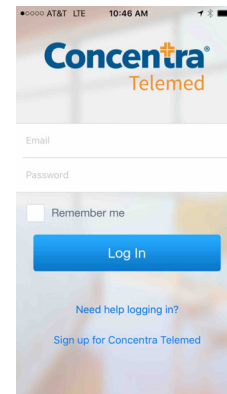
1. Make sure you have your photo ID ready.
2. Go to your computer.
3. Open your web browser and go to ConcentraTelemed.com.
4. Sign up or log in. You'll need to use your email address.
5. Once signed into the system, please click on an available care coordinator to start the visit.



How to Use the Concentra Telemed App

To use the app, you'll need a smartphone with a camera.

1. Make sure you have your driver's license or state ID ready.
2. Go to the Apple app store or Google Play app. Search for "Concentra Telemed" and download the Concentra Telemed app.
3. Open the app.
4. Sign up or log in. You'll need to use your email address.
5. Once signed into the system, please click on an available care coordinator to start the visit.



*Please note:
The Concentra Telemed platform and Concentra Telemed app are exclusively for employers who have established telemedicine accounts with Concentra for their employees.*

Your Visit

After you've signed up:

1. Select the option to start a visit with an available care coordinator. Depending on their availability, you may be added to a virtual "waiting room" while you wait for them to connect.
2. The care coordinator will ask you some questions about your medical history and why you're visiting.
3. You'll be queued in a virtual waiting room to see a doctor. If you need to step away, remember to click the box that says **TEXT ME** so that you'll be reminded when the clinician is ready.
4. Time for your appointment! Talk to the clinician as much as you need to.
5. When you're done, you'll check out with your care coordinator. They'll help you get scheduled for another visit if you need it.

Need help? Having technical issues?

Call us at 1.855.835.6337.

Injury care when and where you need it.

Tired of the waiting room?
Can't find time for the doctor?

With Concentra Telemed, you can use your computer or smartphone to see a clinician right away—minimal waiting, no interruptions. Within minutes of signing up, you'll connect with a clinician who can help you get better, faster. Using video conferencing, they'll diagnose, recommend treatment, and even prescribe medication if you need it.* It's health care that works for you when you need it, where you need it.

What we treat

Concentra Telemed can treat a lot of the things you normally visit a medical center for, such as:

- Minor functional movement injuries
- Bruises
- Scrapes
- Sprains and strains
- Rashes and burns
- Repetitive use injuries
- Contusions
- Bloodborne pathogen (BBP) exposures

Concentra Telemed is primarily designed to provide immediate attention for minor medical issues. Serious injuries—or injuries that need hands-on care, like stitches—will still need to be seen in person by a clinician. Depending upon the severity of your injury, your clinician may refer you to the closest Concentra medical center or emergency room for further treatment.



How you benefit

Talk to a clinician right when you need to. With Concentra Telemed, you can see your clinician when it's easiest for you—at work, at home, or on the go. And with extended availability—seven days a week—chances are we're here when you need us.

Get treatment right away—minimal waiting, no interruptions. Instead of waiting in a waiting room, you can do whatever you need to while you're waiting for a clinician. When they're ready, you'll get a text and you can see them immediately. It's that easy.

Relax—you're in good hands. Concentra Telemed clinicians are trained in workforce health, so they understand the workers' compensation system. You don't have to worry that they'll know how to handle a work injury—instead, you can focus on getting better.

Know your privacy is our priority. Concentra Telemed uses advanced security software to protect your information and ensure your privacy, and your visit is not recorded.

*Where allowed by applicable law.