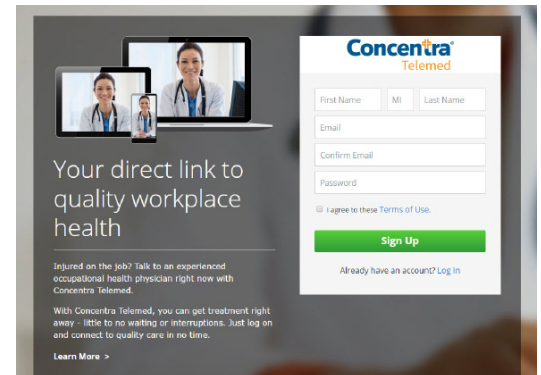


After informing your supervisor or safety personnel of your work-related injury, and receiving clearance to obtain care via telemedicine, you are ready to start your visit with Concentra Telemed. There are two ways you can access Concentra Telemed, using your web browser on your computer or with the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

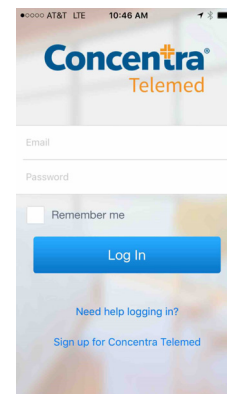
1. Make sure you have your driver's license or state ID ready.
2. Go to your computer.
3. Open your web browser and go to ConcentraTelemed.com.
4. Sign up or log in. You'll need to use your email address.
5. Once signed into the system, please click on an available care coordinator to start the visit.



How to Use the Concentra TM 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 TM" and download the Concentra TM 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 doctor is ready.
4. Time for your appointment! Talk to the doctor as much as you need to. When you're done, your visit will end unless you need a referral or to schedule a follow-up appointment.
5. If you need a referral or follow-up appointment, you'll check out with your care coordinator. They'll help you get scheduled.

Need help? Having technical issues?

Call us at 855-371-8990.