

Telemedicine Option for Work Injuries

Engage has partnered with Concentra Telemed™ to offer your employees a convenient option for seeking treatment for work related injuries, without having to leave work and drive to a clinic.

Concentra Telemed™ is accessible 24/7 from any computer or smart device. Users consult directly with a licensed clinician trained in occupational medicine.

Note: It is currently NOT available in Alabama, Arkansas, Idaho, Mississippi, Montana, Nevada, New York, North Dakota, South Dakota, Washington, West Virginia and Wyoming.

How It Works:

Using video conferencing, the clinician will diagnose, recommend treatment, and even prescribe medication if the worker needs it.

Here is the process:

1. Employee is injured at work and reports injury to supervisor.
2. Supervisor and employee complete the Engage Injury Reporting Packet forms.
3. If the injury is appropriate for telemedicine, offer this to the employee as an option and complete the Concentra Authorization Form (Part of Telemedicine for Workplace Injuries documents).
4. Employee registers for Concentra Telemed via the Concentra Telemed app or on a computer at www.ConcentraTelemed.com and then requests a visit on either the app or website.
5. Employee connects with a care coordinator, who conducts check-in and registration. If the employee's injury is appropriate for telemedicine, care coordinator completes intake and connects the employee with a clinician.
6. Employee consults with the clinician for diagnosis and treatment.
7. After the visit, the employer is notified of next steps or case closure.

Contact the Engage Risk Team with any questions at wc@engagepeo.com or (888) 780-8807.



(Patient Must Present Photo ID at Time of Service)

Authorization for Examination or Treatment

Patient Name: _____ Social Security Number: _____

Employer: Engage PEO Date of Birth: _____

Street Address: 3001 Executive Dr, Ste 340, Location Number: 727-551-4084 / 727-310-2227
Clearwater, FL 33762
Temporary Staffing Agency: _____

Work Related

Injury Illness

Date of Injury _____

Substance Abuse Testing* (check all that apply)

Regulated drug screen Breath alcohol

Collection only Hair collect

Non-regulated drug screen Rapid drug screen

Other _____

Type of Substance Abuse Testing

Preplacement Reasonable cause

Post-accident Random

Follow-up

Special instructions/comments: _____

Authorized by: _____
Please print

Phone: (_____) _____

Physical Examination

Preplacement Baseline Annual Exit

DOT Physical Examination

Preplacement Recertification

Special Examination

Asbestos Respirator Audiogram

Human Performance Evaluation*

HAZMAT Medical Surveillance

Other _____

Billing (check if applicable)

Employee to pay charges

★ Due to the nature of these specific services, only the patient and staff are allowed in the testing/treatment area. Please alert your employee so that they can make arrangements for children or others that might otherwise be accompanying them to the medical center.

Title: _____

_____ Date

Concentra now offers urgent care services for non-work related illness and injury. We accept many insurance plans.

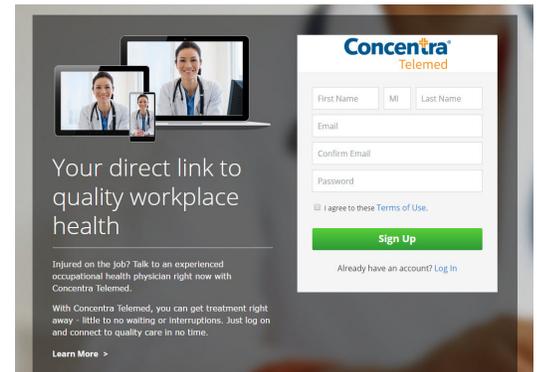
(Copies of this form are available at www.concentra.com)

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.

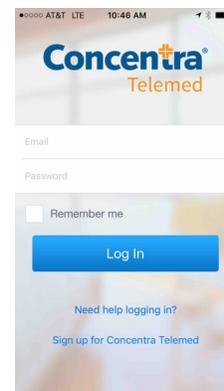
1. Make sure you have your photo ID ready.
2. Go to your computer.
3. Open your web browser and go to ConcentraTelemed.com.
4. Sign up or log in. You'll need to use your email address.
5. Once signed into the system, please click on an available care coordinator to start the visit.



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.

Concentra Telemed Network and System Requirements

Mobile Access

Patients can access Concentra Telemed from their Android or iOS mobile device by downloading the Concentra Telemed app from Google Play or the App Store. For the best experience, a Wi-Fi connection is recommended.

Concentra Telemed can also be accessed via cellular connection (3G/4G). You can check your bandwidth by downloading and using the Speedtest by Ookla app. If you're accessing via cellular network, ensure that you have a strong signal (4-5 bars) before connecting.

To use Concentra Telemed on mobile, your device must meet the requirements below.

- Concentra Telemed app installed (see above)
- Device must have a front-facing camera (supports two-way video visits)
- **Operating System - iOS** (iOS 10 or later is required)
 - iPhone 5 and newer
 - iPad 4th Gen and newer
 - iPad Mini 2
 - iPod Touch 6th Gen and newer
- **Operating System - Android API 19** (KitKat v4.4.0 or above)
 - Android Phone
 - Android Tablet
 - Not supported: HTC myTouch, all Prestige devices, and the PantechP9070

Web Access (PC/Mac/Laptop)

Concentra Telemed can be accessed from the web using any of the browsers listed below. Both JavaScript and cookies must be enabled in the browser settings.

Google Chrome

(latest version recommended; one version prior supported)

Visit: <http://www.google.com/chrome>

Mozilla Firefox

(latest version recommended; one version prior supported)

Visit: <http://www.mozilla.org/en-US/firefox/new/>

Firefox users must have the latest version of Flash installed. Check your version: <http://get2.adobe.com/flashplayer>

Microsoft Internet Explorer

(PC ONLY: minimum v9.0; maximum v11)

Visit: <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>

In order to support TLS 1.1 and TLS 1.2, Windows 7 or newer is required. Review the Enabling TLS 1.1 and TLS 1.2 in Internet Explorer article to enable TLS 1.1 or higher encryption. Windows Vista and older operating systems, such as Windows XP, are not compatible with TLS 1.1 or higher encryption.

Safari

(Mac ONLY: latest version recommended; one version prior supported)

Visit: <http://www.apple.com/safari/download/>

Frequently Asked Questions

What is Concentra Telemed?

Concentra Telemed™ lets workers talk with a clinician 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 clinician comes to them. Using video conferencing, the clinician 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 worksite.

Can I use Concentra Telemed in every state?

Not yet. Concentra Telemed is currently available in Alaska, Arizona, California, Colorado, Connecticut, Delaware, Florida, Georgia, Hawaii, Illinois, Indiana, Iowa, Kansas, Kentucky, Louisiana, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, New Jersey, New Mexico, North Carolina, Ohio, Oklahoma, Pennsylvania, Rhode Island, South Carolina, Tennessee, Texas, Utah, Vermont, Virginia, and Wisconsin and is coming to more states throughout 2019.

Does the clinician know occupational injury care?

Yes. Concentra Telemed clinicians have been trained in telemedicine and occupational injury care. Like all Concentra clinicians, they bring a return-to-work focus to the appointment.

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
- Bloodborne pathogen exposure

First Aid

- Routine 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 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, 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 clinician. 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 clinician, if it's

safe for them to do so. They can set up a text alert so that they're notified when the clinician is ready and then proceed with their appointment. Then the worker will be connected to the next available Concentra clinician 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 occupational injury care?

Yes—in fact, we encourage it if the injury isn't severe! If the injury is severe, we may refer the employee to the nearest Concentra medical center or emergency department, depending on how the injury occurred and how serious it is.

Frequently Asked Questions

Where should my employee 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 workers access Concentra Telemed?

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

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?

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

How do I know if a worker should use Concentra Telemed instead of seeing a clinician 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.

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.

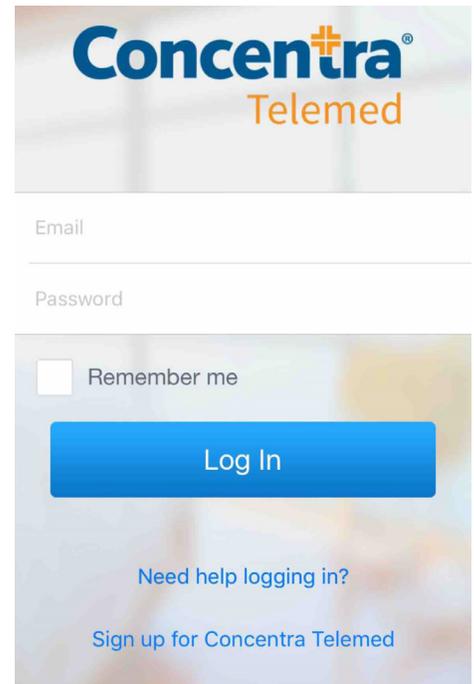
Is Concentra Telemed less expensive than seeing a clinician in person?

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 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 occupational injury 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 occupational 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.