



Telemedicine

South Carolina Employer Advocacy Association
December 1st, 2022

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➤ About Concentra Telemed:

Speed injured employees' access to care



Concentra Telemed has conducted more than 200,000 virtual visits since inception, and we continue to expand our footprint and offerings to meet growing demand.

Concentra Telemed® was introduced in 2017 as a telemedicine platform designed for the treatment of minor, work-related injuries and illnesses. Since that time, employers and employees nationwide have trusted Concentra Telemed clinicians to provide the right care at the right time – forever changing the occupational health care landscape.

Available now

- Alabama
- Alaska
- Arizona
- Arkansas
- California
- Colorado
- Connecticut
- Delaware
- Florida
- Georgia
- Hawaii
- Illinois
- Indiana
- Iowa
- Kansas
- Kentucky
- Louisiana
- Maine
- Maryland
- Massachusetts
- Michigan
- Minnesota
- Mississippi
- Missouri
- Nebraska
- Nevada
- New Hampshire
- New Jersey
- New Mexico
- North Carolina
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- Rhode Island
- South Carolina
- Tennessee
- Texas
- Utah
- Vermont
- Virginia
- Washington, D.C.
- West Virginia
- Wisconsin

A current listing/map of our telemedicine capabilities by state is available at concentra.com/telemedicine.

➤ About Concentra Telemed

40+ years of experience and nationwide access to exceptional care

Occupational Health Expertise

- Outcome-based care addressing the mechanism of injury
- Knowledge and understanding of state regulations to provide solutions for panels, MPNs, PPO, and MCO requirements
- Adjuster insights provided to help determine causation and return employees to work
- Same clinical model to support referral to/from medical centers

Telemedicine Experience

- Vetted, quality occupational medicine clinicians trained to provide virtual care
- Can manage treatment throughout life of claim within Concentra Telemed
- Secure, stable video interface with 24/7 support
- Integrated platform for continuity of care; whether in-person or via telemedicine
- No access fees/upcharges

Patient Engagement

- Injured employees can receive care at work, at home, or on the road 24/7
- No transportation needed; employees connect using a computer, tablet, or smartphone
- Compassionate care with no interruptions
- Clinicians always available to deliver an engaging employee experience that helps ease anxiety and sets them on the road to recovery

Effective Communication

- Employer-focused materials and training to support telemedicine launch
- Employee/injured employee instructions provided to support easy access
- Immediate communication of return-to-work status after every visit

With Concentra Telemed, employees get the personalized, quality care that has always defined Concentra.

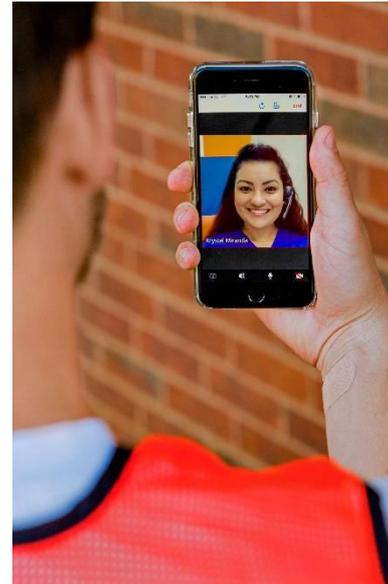
➤ About Concentra Telemed

Immediate attention for relatively minor medical issues

Concentra Telemed is designed to provide immediate attention for relatively minor medical issues. Serious injuries — or injuries that need hands-on care — will still need to be seen in person by a clinician.

Treatable conditions

- Relatively minor strains/sprains
- Bruises/contusions
- Relatively minor burns
- Relatively minor cuts and scrapes
- Work-related rashes
- Tendonitis/repetitive-use injuries
- Bloodborne pathogen (BBP) exposures



➤ About Concentra Telemed

How an employer can authorize telemedicine service

Three ways we accept authorization of telemedicine service:



Online authorization
via Concentra HUB
(portal.concentra.com)



Emailing an authorization
to Telemed@concentra.com



Verbal authorization
at the time of visit

➤ Why Now:

COVID-19: A catalyst for change



Technology advances, like telemedicine, help us navigate the challenges employers are facing today

When an injury occurs, delays in treatment can add to an injured employee's anxiety, and this could have a negative impact on recovery, claim duration, and claim costs



On-demand access to occupational health care services has never been more important



Concentra Telemed has optimized telemedicine for workers' compensation and takes measures to meet evolving needs



Our telemedicine platform provides access to our medical center and onsite center clinicians, reducing the need to visit the clinic for in-person care

Concentra Telemed visits **increased 500%** in the first weeks of the pandemic

➤ About Concentra Telemed:

Right time – right place – right clinician

Concentra Telemed continues to meet the growing demand for telemedicine services. With dedicated people and resources, virtual care is readily available.

- Increased the size of our care coordinator team by 300 percent to ensure intake with minimal delay
- Surge process to ensure an ample number of clinicians are available at peak visit times
- Coordination with Concentra medical center clinicians to provide care to employees with an existing relationship with a center physician or therapist to provide:
 - Rechecks for employees who prefer this option to visiting a Concentra medical center
 - Return-to-work evaluations for asymptomatic employees with possible exposure to COVID-19

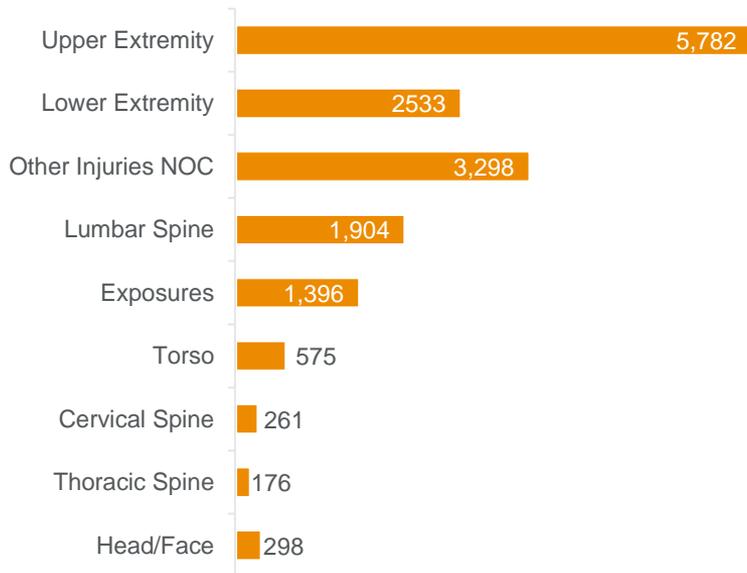


Telemedicine can help us better manage employee injuries and illnesses both now and in the future.

➤ About Concentra Telemed:

Focused on early and sustainable return to work

Concentra Telemed Injury Volume and Distribution



Leading-edge outcomes

Medical Utilization:
Average MD Visits



2.0 Visits

Average Case
Duration (Days)



Days*

*Includes BBP exposures

Percentage of Cases
Recommended for
Return to Work



88%*

*Off-duty cases are reflective of COVID cases treated in Telemed

Top-tier utilization and satisfaction

Satisfaction Rates

12,775 surveys
33% responded



4.6 out of 5
average rating

> Patient Journey:

Your employees access care from anywhere, anytime



Tips for virtual visits:

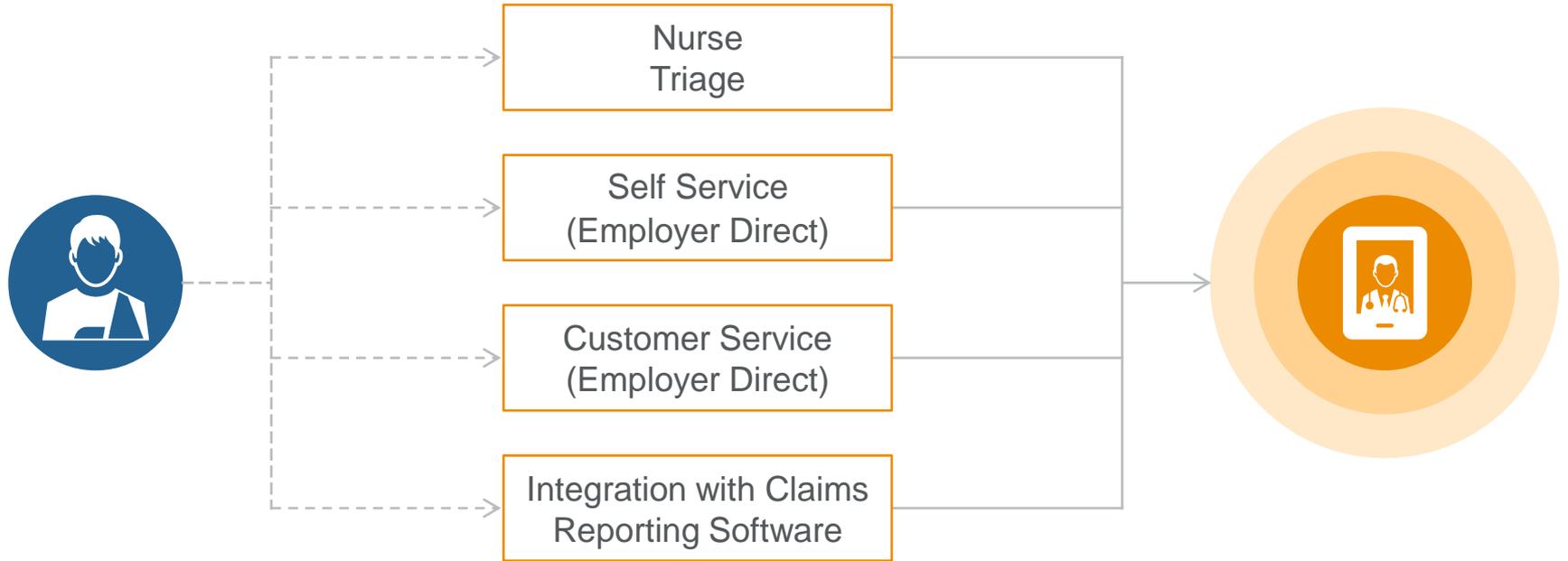
1. Employees need a quiet, private location for the visit.
2. They will need a computer, smartphone, or mobile device with a webcam and microphone.
3. A strong internet connection is required.
 - Desktop/laptop – www.concentratelemed.com.
 - Tablet/smartphone – Visit the mobile website at www.concentratelemed.com or download the Concentra Telemed app via the Apple App Store or Google Play.
 - For the best web experience, we recommend using Google Chrome, Microsoft Edge, or Mozilla Firefox (PC and Android mobile device users) and Safari (Mac and Apple mobile device users).
4. Employees will need an active email address and create a password.
5. When the visit starts, employees will present a valid photo ID, such as a driver's license.

Support:

Employers and employees can call **855.835.6337** for technical support and to address any questions on care delivery, case process, etc.

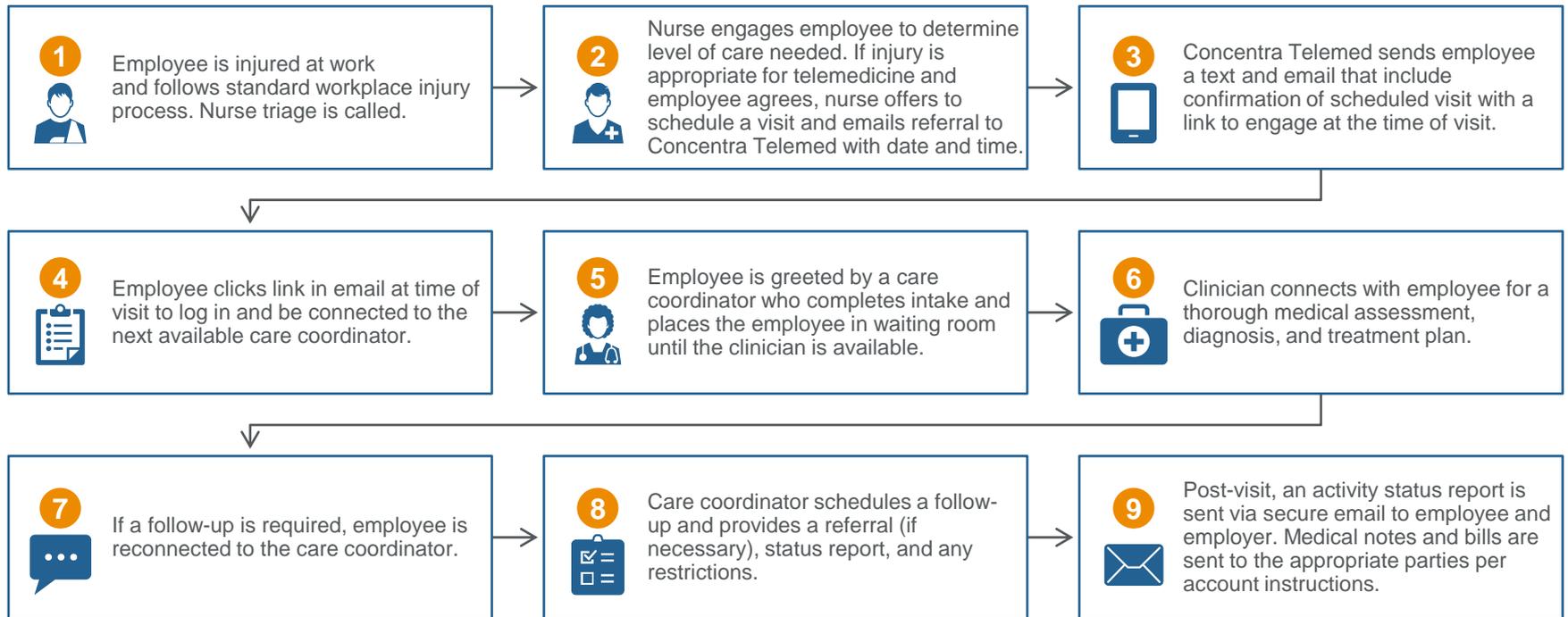
> Patient Journey:

Employers can choose from multiple access points



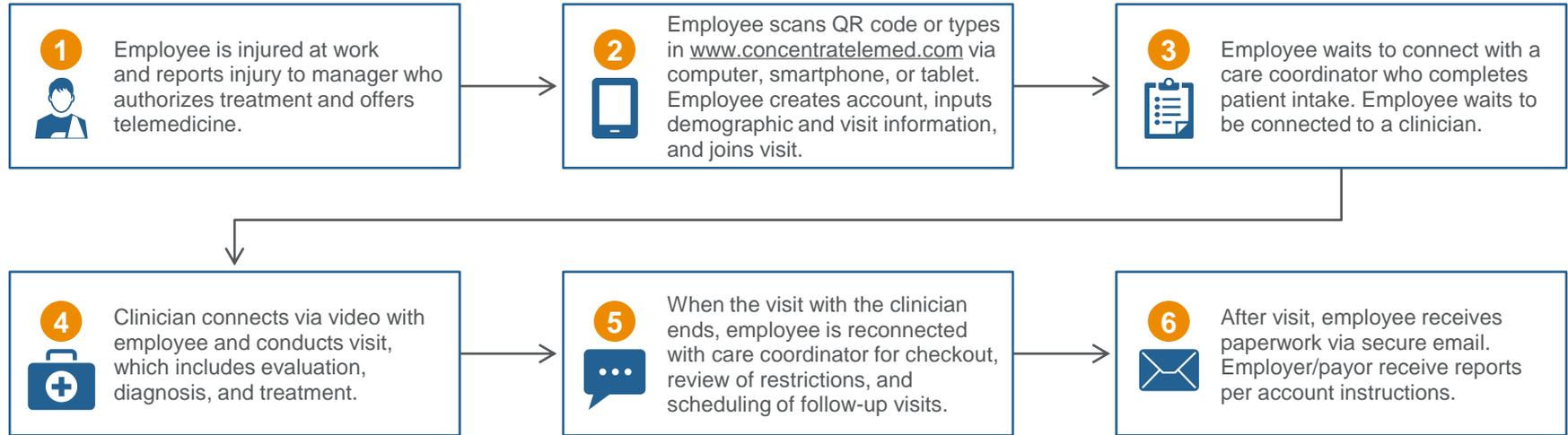
➤ Patient Journey: Nurse Triage

Nurse-triage scheduled visit to telemedicine workflow provides convenient access to care



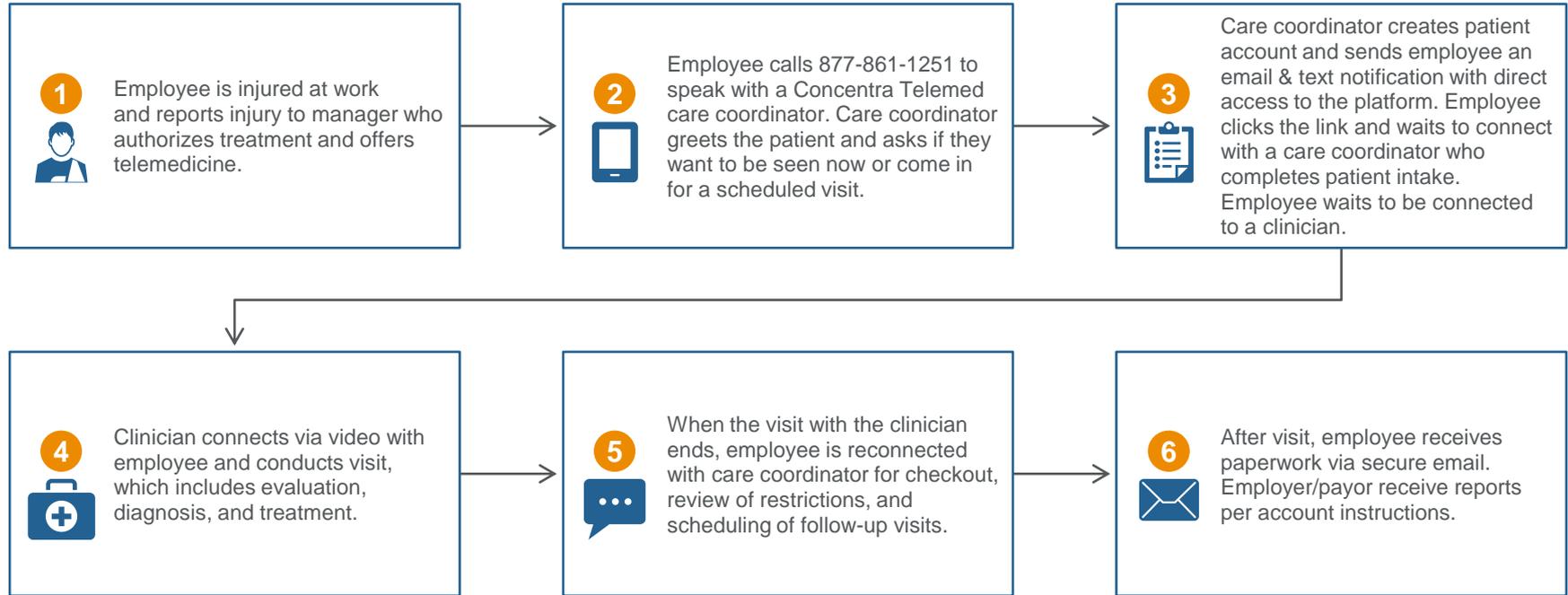
➤ Patient Journey: Self Service (Employer Direct)

Self-service, employer-direct workflow provides convenient access to care



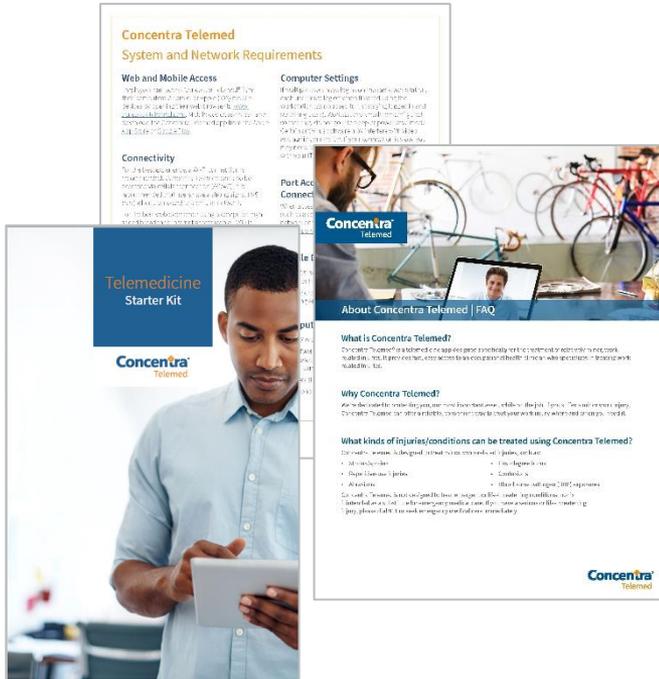
➤ Patient Journey: Customer Service (Employer Direct)

Customer-service, employer-direct workflow provides convenient access to care



Getting Started:

Engage your employees with educational videos and materials



Questions to consider

- What is my plan to communicate this new service to my organization?
- What device (i.e., smartphone, tablet, computer) will my employees use to access Concentra Telemed?
- Where can my employees go for a private telemedicine visit?
- Does my population have a working email address, and if not, how can they get one so they can receive care?

Resources

- Concentra Telemed demo video
- Telemedicine Starter Kit
- General guidelines, FAQs
- Step-by-step instructions for employees

➤ Getting Started:

Develop a plan to communicate and drive engagement



Frequency matters: 5 to 7 touchpoints are needed before a message can be fully retained.

Variety matters: Individuals receive messages in different ways, so varied tactics ensure greater penetration of message.