

# Employee Instructions - Sign Up

After completing your Accident Report, selecting Concentra on your Physician Selection Form, and obtaining authorization from VCU HR, 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.



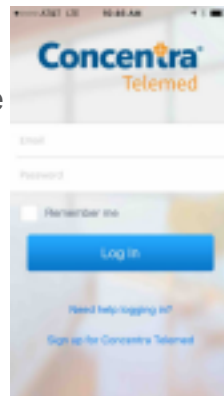
## How to Use the Concentra Telemed App

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.

## Your Visit

After you've signed up:



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

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.



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## About Concentra Telemed

### 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

### How you benefit

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.

\*Where allowed by applicable law.

**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.

