

SOMERSET COUNTY JOINT INSURANCE FUND

Concentra Telemedicine

Concentra Telemed™ is the first telemedicine product designed for work-related injuries. Everything about it—from the easy check-in to the fast triage and diagnosis—is designed to make the occupational injury 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 that could be seen without leaving the worksite—saving 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 clinicians via smartphones, tablets, and computers. Using video conferencing, the clinician can diagnose, treat, and even prescribe medication.



Concentra®

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Telemedicine Process

**When a work injury occurs, call the First MCO Injury Hotline 24/7
800-831-9531**

The First MCO Team will obtain all necessary information such as claimant name, DOB, social security number, address, injury information, etc.

Should the injured employee be a candidate for telemedicine, First MCO will alert our Telemedicine Partner, Concentra, of the new referral.

Upon completion of the initial call with First MCO, injured employee will be transferred to Concentra Telemedicine and then provided with step-by-step guidelines on the telemedicine process which includes:

- Securing a private location for the telemedicine encounter
- Availability of Photo ID
- Need for Smartphone or computer with webcam and microphone
- An internet connection is required. Employers & employees can call 855-835-6337 for technical support
 - 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 experience, use Google Chrome or Mozilla Firefox (PC and Android mobile device users) and Safari (Mac and Apple mobile device users)
- Click on “Sign Up” if this is your first visit, or “Log In” if you have utilized telemedicine prior
- First time users will need to create a password and provide some basic personal information before talking to a Clinician
- After signing in, follow the prompts to select visit type, review and confirm details before reaching the final step by selecting “Start Visit”
- The Care Coordinator will check you in to prepare you to see the Clinician
- After you’re done checking in, the Care Coordinator will connect you with the Clinician for evaluation, diagnosis, and treatment
- Upon completion of the telemedicine encounter, Concentra will provide a transcript of the visit to First MCO

Get Injury Care Where You Are, When You Need It!