

Worker's Comp Telemed Virtual Visit with Concentra are now available!

Employees can opt to have a Workers Comp Telemed Virtual Visits for some minor injury care, physical therapy and follow up appointments instead of going to the Concentra office effective June 1, 2020. This is a basic guide to help with the process.

We have established the following locations for Worker's Comp Telemed Virtual Visits. These rooms will provide privacy for the virtual visit, if needed.

- City Hall ~ Economic Development area next to Director's office
- Annex #3 ~ HR Conference Room
- Public Works ~ Burluson University, if not in use
- *Other areas may be designated as needed on a case by case basis – HR will work with employees and departments to determine alternate accommodations*

When using these rooms be sure to use the sign to acknowledge the room is in use for privacy.

Employee Instructions on using the Telemed Virtual Visits option:

1. Notify Supervisor and/or HR you need medical attention and an Authorization Form will be provided.
 - a. *Note: *If after hours or on the weekend contact your supervisor for the form **
2. Find a private spot for the Virtual Visit, if needed, including a City office or space, your office, vehicle, or home.
3. Download the Concentra App from the App Store on your cell phone, laptop or tablet. Please make sure the mic and camera are functional you will need both to complete the virtual visit.
4. To get logged in:
 - a. For first visit - Sign Up.
 - b. For follow up or therapy visit - Sign In.
 - c. [Quick Reference ~ English](#) and [Quick Reference ~ Spanish](#)
5. Show your Authorization Form and your Driver's License to the representative checking you in for the visit. If the form is sent directly to Concentra for you you will only need to show your Driver's License.
6. Fill out the Concentra First of Report of Injury and turn it in the Human Resources after you complete your virtual visit. [Click Here](#)

Supervisor Instructions for authorizing injury care after hours and on weekends:

1. Complete Authorization Form and give to employee or email it to telemed@concentra.com.
2. Remind employee to download the Concentra App and Sign Up or Sign In.
3. Utilize a private location room, if needed.
4. Remind employee they have to show their photo ID.
5. Have employee complete First Report of Injury. [Click Here](#) for Concentra First Report of Injury Form.
 - a. Please review, sign and send to HR within 24 hours of injury.
 - b. HR only needs the first three pages.
 - c. Employee keeps Appendix A: Work Related Injury or Illness.

HR Instructions for submitting an authorization electronically:

Electronic Authorizations are available through the Concentra Portal. When an authorization is submitted electronically the employee does not need a paper copy of the form to present at the time of appointment. Log on to [Concentra Workers Comp Portal](#).