





# Telemedicine

Providing injured workers quick access to convenient care

By smartphone, laptop, or desktop - injured workers can now easily get rapid access to many of the healthcare and rehab services they need, right from the comfort of their home or workplace: no traveling, less waiting - and a lot more convenience.

## Telemedicine quick facts

-  Reduces wait times from an average of 2 days to hours<sup>1</sup>
-  Delivers medical care and rehab services
-  Requires phone, laptop or desktop with video
-  Works anywhere with an internet connection



## What if your injured worker requires in-person attention?

No worry - your injured worker's telemedicine care provider will automatically make referrals to their network providers should additional care be necessary.

## A major convenience for minor injuries

At Liberty Mutual Insurance, we not only work hard to address injuries, but also advocate for your injured workers. That's why we want to bring as much care as we can as close to them as possible. Telemedicine applies the familiar technologies they already know and understand - from their phone, laptop, or desktop - to provide a better experience that leads to better outcomes.<sup>2</sup>

### Call for common injuries, such as:

- Contusions and abrasions
- Sprains and strains
- Simple rashes and burns
- Repetitive use injuries

## Same great care, with greater ease

Telemedicine provides the same quality care your injured workers can expect from their medical network, but with more speed, more choice, and less hassle. Through direct video conferencing, they can get treatment for the minor injuries that do not require an in-person physical exam.

## Your injured worker gets tele-rehab too

Telemedicine brings the same ease and convenience to tele-rehabilitation as well. The provider will discuss options with your injured worker, including whether follow-up and rehab care can be delivered through video teleconferencing.



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### Getting started with telemedicine is easy.

In fact, the whole point of telemedicine is simplicity. The injured worker will:

1. Choose a comfortable, private location with internet access.
2. Use a device with a video camera: their smartphone, laptop, or desktop.
3. Download the free Concentra Telemed™ app (available for Android or iPhone), or register online at [ConcentraTelemed.com](https://www.concentratelemed.com).<sup>3</sup>

### Telemedicine questions and answers

#### Q: What can the injured worker expect from their first telemedicine appointment?

A: Their telemedicine coordinator will talk with the injured worker to determine next steps. If their visit is appropriate for telemedicine, they will be directed to a virtual waiting room and connected to the next available caregiver. If the injured worker needs in-person care, the coordinator will make the necessary referrals.

#### Q: Will telemedicine cost more?

A: Telemedicine saves time. Telemedicine visits cost an employer's plan the same as an in-person appointment, but saves money by reducing loss time from work.

#### Q: Does telemedicine protect the injured worker's privacy?

A: Yes. Telemedicine visits comply with the same high standards (HIPAA) as ordinary medical visits, and the injured worker's personal information is transmitted securely. Telemedicine providers do not record or store the injured worker's video visits.

**Telemedicine means treatment at any time, including holidays, weekends, and late nights.**

Care is just a call away. Telemedicine reduces the suffering and anxiety of a workplace injury, making it easier for all parties to help your injured worker heal quickly. With online video access, telemedicine means a speedier recovery with less complexity — and a lot more convenience!



Have questions about Telemedicine?

Visit <https://www.concentra.com/occupational-health/telemedicine/>

Have questions about Tele-rehabilitation?

Visit <https://www.medrisknet.com/medrisk-telerehabilitation/>

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<sup>1</sup> Liberty Mutual Medical Data Analytics, 2016-2019

<sup>2</sup> Telemedicine and tele-rehabilitation are not available in every state.

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