

# Telemedicine: Your quickest connection to convenient care

Your smartphone, laptop, or desktop can now easily give you rapid access to many of the healthcare and rehab services you need, right in your 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

### A major convenience for minor injuries

At Helmsman Management Services, we not only work hard to address injuries, but to advocate for the injured. That's why we want to bring as much care as we can as close to you as possible. Telemedicine applies the familiar technologies you already know and understand – your phone, laptop, or desktop – to provide a better experience that leads to better outcomes.

### Call for common injuries, such as:

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

### Same great care, with greater ease

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



### What if your injury requires in-person attention?

No worry – your telemedicine care provider will automatically make referrals to your network providers should additional care be necessary.

### You get telerehab too

Telemedicine brings the same ease and convenience to telerehabilitation as well. Your provider will discuss options with you, including whether follow-up and rehab care can be delivered through video teleconferencing.

## Getting started with telemedicine is easy

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In fact, the whole point of telemedicine is simplicity. Here's how to begin:

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

## Telemedicine questions & answers

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

### **Q: What can I expect from my first telemedicine appointment?**

A: Your telemedicine coordinator will talk with you to determine next steps. If your visit is appropriate for telemedicine, you will be directed to a virtual waiting room and connected to the next available caregiver. If you need in-person care, the coordinator will make the necessary referrals for you.

### **Q: Will telemedicine cost more?**

A: Telemedicine saves time. The visit costs for telemedicine, for the employer's plan, are the same as an in-person appointment, but you save money by reducing lost time from work, and by not having to travel or waste time waiting.

### **Q: Does telemedicine protect my privacy?**

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

### **Care is just a call away**

Telemedicine reduces the suffering and anxiety of a workplace injury, making it easier for all parties to help you heal, fast. With online video access, telemedicine means a speedier recovery, one with less complexity — and a lot more convenience!