



IMO Med-Select Network[®]
Telemedicine
Treating Providers for
UT System
2023





1. RediMD

Available 24/7

- Access Code is **IMO**
 - RediMD is accessed by phone call to **(888) 733-4635**.
 - You as the WCI Representative can call RediMD directly and give required demographic information to them and they can then contact the patient for an appointment
- OR
- You can give the RediMD phone number to the injured employee and they can call and schedule their own appointment on their own time
- OR
- You can call RediMD with the injured employee on the line and help facilitate appointment and then drop off the call once IE schedules



IMO Telemed Services

Workers' Compensation Telemedicine Visits available 24/7 through RediMD

RediMD provides workers' compensation medical care online via webcam or smart phone. You can see and speak with a board-certified physician who can diagnose, recommend treatment, and prescribe medications (when necessary) for your workers' compensation injury. RediMD service is available for you to use during days, nights and weekends.

Please call RediMD at (888)-733-4635 to schedule your appointment

Consultas en Español
Para Instrucciones por favor llamar a (888)-733-4635

RediMD treats most workers' compensation ailments including but not limited to:

Allergic Reactions, Burns, Contusions, Back Injuries, Stings, Strains, Infections, Heat Stress, Inhalation Injuries, Headaches, and others.

A computer with internet connection and a web camera, or a smart phone or iPad with internet connection is required for all face-to-face visits.

Please contact IMO if any assistance is needed with this process. Please check out our website or call the number below:

www.injurymanagement.com

877-870-0638 (Network Customer Service Line)



INJURED EMPLOYEE TELEMEDICINE PROCESS

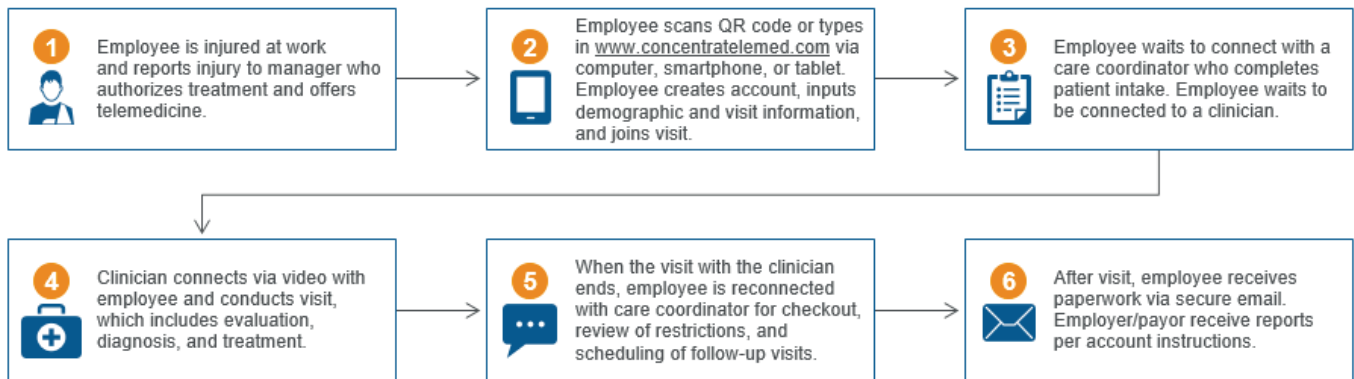
1. Supervisor or injured employee calls RediMD at **(888)-733-4635** and a customer service representative will then obtain necessary information and set up an appointment with the doctor.
2. The injured employee determines what time they would like to see/speak to a RediMD doctor. If the injured employee is requesting to see physician immediately a RediMD doctor will be available to see the injured employee within 10 minutes of requesting treatment. If the injured employee is requesting to be seen at a future day/time that appointment can be made.
3. The RediMD doctor will conduct a Telemedicine visit with the injured employee and confirm the injury reported by the injured employee. (The doctor will read back the exact statement the injured employee reported to RediMD to determine and agree on the injury and to confirm that the RediMD physician will be selected as his/hers treating provider). The RediMD physician will supply the valid diagnosis based on the nature of the injury and the examination. The adjuster will determine compensability.
 - If it is determined that the injury cannot be treated via telemedicine the injured employee will be transferred back to the RediMD customer service representative who will help them find the appropriate place for the medical care.
 - If this is outside of normal business hours for clinics/ urgent care centers, ER recommendation may/will occur (also this will occur for emergency care cases as well however recommendation will come from the RediMD doctor).
 - If this is during normal business hours the RediMD customer service representative will help the employee find a network provider/urgent care center for them to seek medical treatment by using the www.injurymanagement.com website and/or recommend they call the IMO network customer care line at (877) 870-0638. An IMO Customer Service Representative may assist if needed.
4. If a follow up Telemedicine visit is necessary, the doctor and the injured employee will schedule a time and date for the follow up visit. The injured employee will get a confirmation email or text immediately upon scheduling the follow up visit.
5. RediMD will notify/remind the injured employee the day before their scheduled visit via email and a phone call.
6. The doctor will complete the necessary paperwork and DWC forms. RediMD will send over all the notes/ forms via fax or email to all appropriate parties.

**The injured employee does NOT need any computer or software skills with RediMD's proprietary software FastChat. The doctor can send the patient a link on any device such as a Smart Phone and they click the link to start the telemedicine visit. For additional information please check out the RediMD website at www.redimd.com*

2. Concentra

Available 24/7

- Their telemedicine software is only accessible online you must visit www.concentratelemed.com - they do not have a phone number to call and set up an appointment that means the injured employee must visit their website directly and set up their visit.
- On the website they will then register and create their own profile which is easy to do and be moved through the steps seamlessly.
- There is also an app option they can download and go through the process that way.
- They will ask for authorization for the visit- the injured employee can show their UT badge during registration to valid authorization for the telemedicine visit. Or staff can emailed telemed@concentra.com with injured employee details giving authorization for the visit. (they will also need their ID/drivers license as well)



Anytime Access to Work Injury Care

At Concentra[®], we believe that when you're hurt, you should be able to get care right away. **Concentra Telemed[®]** allows you to easily connect with a Concentra clinician for work injury care without visiting a medical facility.

What can be treated via telemedicine?

- Minor strains (i.e., pulled muscles)
- Minor sprains
- Bruises/contusions
- Tendonitis/repetitive-use injuries
- Minor burns
- Minor cuts and scrapes
- Work-related rashes

What you need:

- Smartphone, tablet, or computer with a webcam and microphone
- Photo ID
- Active email address
- Internet access
- Quiet area for privacy during visit



Scan to access
Concentra Telemed

How to Use Concentra Telemed

After informing your supervisor or safety personnel of your work-related condition and receiving authorization to obtain care via telemedicine, you are ready to start your telemedicine visit.

Steps

1. Access Concentra Telemed

Scan the QR code or open your web browser to www.concentratelemed.com. Then, click "Create Patient Account" and follow the prompts to create a new account.

2. Visit Information

Enter the state you are currently in and some basic information. Then, select "First Visit Work Injury" for your initial center visit.

3. Login

Confirm your information by checking the acknowledgment box and selecting "Confirm Visit." Then, wait to be connected with a care coordinator for patient check-in. Do not minimize or hide the video screen in the background.

4. Check-in

A care coordinator connects with you to check you into the system and places you in a virtual waiting room until the clinician is ready.

5. Visit

The clinician connects with you via video for evaluation, diagnosis, and treatment. Once done, the clinician reconnects you with the care coordinator.

6. Checkout

The care coordinator completes patient checkout. You will receive visit details via secure email. Your employer can access pertinent visit details via Concentra HUB. Don't forget to tell us how we did!



3. Next Level Urgent Care

Available 7 days a week 9AM-9PM

- Next Level prefers workers compensation telemedicine visits to be initiated via phone call to them so the injured employee will need to call **832-706-2295**.
- You as the WCI Representative can give Next Level phone number to the injured employee and they can call and schedule their own appointment on their own time.

OR

- You can call Next Level Urgent Care with the injured employee on the line and help facilitate appointment and then drop off the call once IE schedules.