

Telehealth Information

In lieu of an appointment in person, the MPN Applicant has telehealth providers available to treat non-emergency injuries, provided the injured covered employee consents to utilize the telehealth option. Determining if access standards are met for MPN physicians who provide services via telehealth only, and physicians available for in person appointments as well as through the use of telehealth, will be as follows:

Physicians who provide services via telehealth only:

- The physician who is available for only telehealth appointments will be counted when determining if the MPN has met access standards, if the injured covered employee consents to see the telehealth physician.
- The physician who is available for only telehealth appointments will not be counted when determining if the MPN has met access standards, if the injured covered employee does not consent or retracts his/her consent to receive telehealth services prior to delivery of telehealth treatment.

Physicians who provide services at a brick and mortar facility and also via telehealth:

- If injured covered employee chooses and consents to telehealth services, physician will be counted when determining if the MPN has met access standards.
- If injured covered employee does not provide consent or retracts his/her consent prior to treatment of telehealth services, inclusion of physician in determining MPN's compliance with access standards, is dependent upon whether or not provider's physical location is within 30 minutes or 15 miles (if PTP), or within 60 minutes or 30 miles (if specialist), of injured covered employee's residence or workplace, in accordance with 8 CCR §9767.5(a)(1) and (a)(2).

Telehealth providers hold current and valid medical licenses in the State of California. Telehealth examination will be performed by a California licensed physician within his/her scope of practice and meets the same standard of care as a face to face medical evaluation/examination including all necessary medical record documentation requirements and privacy standards. Pursuant to Business and Professions Code section 2290.5(b) the health care provider initiating the use of telehealth will obtain patient consent as required before a patient can be treated via telehealth. This consent will be verified on initial and follow up visits and documented as part of the medical file.

Telehealth Requirements:

1. Prior to the delivery of telehealth services, physician obtains and maintains in the patient's medical records documentation of the patient's consent to use telehealth.
2. An injured covered employee can access telehealth by smartphone, tablet or computer through a secure app and video interface.

3. Telehealth physicians will provide medical services only for those conditions appropriate to be treated by telehealth. If injured covered employee's condition is not appropriate for a telehealth visit, injured covered employee will be referred to a "brick and mortar" provider listing or emergency department within the MPN.

How to Access Telehealth

EK Health uses Concentra Telemed for telehealth services. If you would like to receive care via telehealth there are **several** ways you can access telehealth: **by going to MPN website www.ekhealthselect.ekhealth.com and clicking on icon Concentra Telemed,** or by using a browser on a computer or with the Concentra app on a Smartphone or tablet.

On a computer:

- a. You will need a microphone and web camera.
- b. Have your drivers license or State ID ready.
- c. Open www.ekhealthselect.ekhealth.com and click on icon Concentra Telemed, or open www.concentratelemed.com on your browser.
- d. Sign up or log in, you will need a valid email address and need to create a password.
- e. Once signed in, please click available care coordinator to start the visit.

On a smartphone or tablet:

- a. Go to the Apple app store or Google Play app and search for Concentra Telemed and download the app.
- b. Open the app.
- c. Have your drivers license or State ID ready
- d. Sign up or log in, you will need a valid email address and need to create a password.
- e. Once signed in, please click available care coordinator to start the visit.

Your Visit:

- a. You will be connected to an available care coordinator or placed in a virtual waiting room if no one is available.
- b. The care coordinator will ask you some questions about your medical history and why your are visiting.
- c. The coordinator will get your consent for the visit and document it as part of your medical file.
- d. You will be placed in queue in a virtual waiting room to see a doctor. If you need to step away, remember to click the box that says TEXT ME so that you will be reminded when the clinician is ready to see you.
- e. Prior to delivery of telehealth services, physician will obtain and document your consent.
- f. At the time of your appointment you will talk to the physician as much as you need to. When you are done your visit will end unless you need a referral or to schedule a follow up appointment.

- g. If you need a referral or follow up appointment you will check out with the care coordinator and they will assist to get your scheduled.