

## Frequently Asked Questions

### Revised March 16, 2020

#### **What is COVID-19?**

Coronavirus disease 2019 (COVID-19) is the disease caused by the novel (new) coronavirus named SARS-CoV-2. While human coronaviruses usually cause very mild symptoms such as congestion and runny nose, animal coronaviruses that infect humans, such as with [MERS-CoV](#), [SARS-CoV](#), and now SARS-CoV-2 can cause more severe disease.

#### **How does COVID-19 spread?**

Current information indicates that COVID-19 spreads via respiratory droplets produced when an infected person coughs or sneezes. It is thought to primarily spread from person-to-person, when individuals are in close contact with each other (within about six feet). If an infected person is close to another person, the non-infected person may be infected if the droplets land in his or her mouth or nose, or if he/she inhales them into the lungs. Transmission can also occur following a handshake with an infected person who has coughed into their hands and not washed them prior to contact with others.

COVID-19 may also spread via infected surfaces, but this is not thought to be the main way the virus spreads.

To minimize risk of infection, please follow the instructions in “How do I protect myself from COVID-19?” below.

#### **As an employer, what do I need to know about COVID-19?**

The CDC has provided [interim guidance for businesses and employers](#) to plan and respond to COVID-19. Their recommended strategies to help prevent workplace exposures to COVID--19 currently include, but are not limited to:

- Encourage sick employees to stay home and ensure your sick leave policies allow this
- Ensure employees understand respiratory etiquette and hand hygiene, and provide health education resources as needed
- Regularly clean the work environment, especially frequently touched surfaces
- Create an infectious disease outbreak response plan and share it with your employees

Guidance on how to execute these strategies, additional recommendations, and more information can be found on [the CDC's website](#). We recommend checking the CDC website regularly for updates.

#### **How is Concentra preparing for potential cases of COVID-19?**

Concentra has established a multidisciplinary Coronavirus Task Force that includes representation from our Travel Health and Infectious Disease Medical Expert Panels, to address the situation.

Concentra is working closely with local public health departments and following the [Centers for Disease Control \(CDC\)](#) and [World Health Organization \(WHO\) guidelines](#) to ensure we remain up to date on the situation and have knowledge of the most current guidelines.

#### **How is Concentra minimizing the risk of exposure to patients who visit a Concentra medical center?**

Concentra is taking all possible precautions to minimize the risk of exposure to patients and our staff. The following processes have been implemented to enable us to continue to provide care to employees and other patients without exposing them to potentially infected patients. In addition, these measures will help protect the health of our team members to enable them to continue to provide care to non-COVID-19 patients.



### Rigorous clinical triage.

Although COVID-19 screening and testing will not be conducted in Concentra medical centers, we have implemented an enhanced clinical triage process to detect potential COVID-19 cases and provide instructions to patients as appropriate.

### Separating the sick.

We have posted notifications on the doors to our centers to instruct individuals with COVID-19 symptoms to use drive-through/outdoor testing stations where available or contact their health care provider or local health department. However, should we identify as a potential COVID-19 case, the patient will be immediately moved to designated areas or rooms to separate this individual from other patients and our staff.

### Enhanced cleaning protocols.

We have implemented strict cleaning regimens that include frequent disinfection of door handles and other hard surfaces to help reduce and mitigate possible contamination. Hand sanitizer is available and frequent hand washing is encouraged.

### **Is COVID-19 testing available at Concentra medical centers?**

No. Concentra medical centers are not performing diagnostic testing for COVID-19. This is due to the nationwide shortage of personal protective equipment (PPE), impacting our team members' ability to perform testing.

We recommend patients exhibiting disease symptoms use drive-through/outdoor testing stations where available or contact their health care provider or local health department.

### **Will Concentra medical centers perform return-to-work evaluations for my employees?**

Concentra medical centers will perform return-to-work evaluations for employees who do not have symptoms of COVID-19. To request an evaluation, please call your local Concentra medical center.

### **What telemedicine services are available?**

#### Workers' compensation:

Concentra Telemed is available for COVID-19 workers' compensation visits in 38 states, 24/7/365. This includes screening evaluations for employees with potential work-related exposure to COVID-19. Please visit the [Concentra Telemed](#) web page for information on how to use telemedicine and a listing of states where telemedicine is available. Please note:

- Concentra will only provide service to employees who have an Authorization to Treat
- Employers/payors will be billed as for any other workers' compensation telemedicine visit
- Employees may experience longer than usual wait times based on volume

#### Rechecks:

- Concentra is currently developing a telemedicine option for workers' compensation rechecks, as an option for employees who prefer this option to visiting a Concentra medical center.

#### Return-to-work evaluations:

- Concentra is currently developing a telemedicine option for return-to-work evaluations for asymptomatic employees with possible exposure to COVID-19.

### **Where can I get more information on COVID-19?**



Please refer to the Concentra Coronavirus web page for updates and more information:  
<https://www.concentra.com/coronavirus-2019-covid-19/>

Current information and guidelines on the COVID-19 is also available from the CDC. It provides:

- [The most recent updates and guidance on COVID-19](#)
- [Guidance for businesses to plan and respond to COVID-19](#)

Additional resources can be found on the [World Health Organization \(WHO\)](#) web page and the [Occupational Safety and Health \(OSHA\)](#) page.

### **How do I protect myself from the COVID-19?**

To protect yourself from COVID-19, the CDC recommends:

- Avoiding close contact with people who are sick
- Avoiding touching your eyes, nose, and mouth
- Staying home when you are sick
- Practicing hand hygiene
- Regularly disinfecting frequently touched objects and surfaces using household cleaning sprays or wipes

More information can be found on Concentra's Coronavirus [web page](#) or the [CDC website](#).