

I believe we have all been immersed in, and perhaps overwhelmed by the deluge of media coverage surrounding the Coronavirus pandemic. The sheer volume of information and misinformation can be contradictory and often confusing. At this critical juncture, I want to reassure you that Concentra's Coronavirus Task Force is closely monitoring all information from the CDC, WHO, and OSHA to ensure we are providing you what you need to efficiently manage your business and your employees health care needs through this pandemic.

We have received many inquiries related to testing for COVID-19. COVID-19 screening and testing will not be conducted in Concentra medical centers. This is due to the nationwide shortage of personal protective equipment (PPE), impacting our team members' ability to conduct testing. We have implemented an enhanced clinical triage process and 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.

Concentra will continue to perform all workers' compensation and employer services at our medical centers. In addition, we are ramping up our existing telemedicine program very quickly to accommodate those employees who are appropriate candidates for "virtual visits" with our clinicians. Each of our centers will be equipped to handle telemedicine visits, but Authorization to Treat is required to access the program. The use of telemedicine might be best suited for workers' compensation scheduled follow-up visits and especially for the final visit when full-duty release is anticipated. In addition, Fitness for Duty evaluations post COVID-19 exposure or infection are reasons to access telemedicine. Over the next week or so, you will receive more information on this important offering, which provides an exceptionally efficient, value-added service for full case closure and safe return to the workplace.

Rest assured that our Task Force members will continue to work closely with local public health departments, CDC, OSHA, and WHO as the pandemic evolves. We are all hoping for a rapid resolution but also understand that the numbers of infected individuals will grow in the near future and potentially overwhelm the health care system. I encourage you to visit our [Coronavirus web page](#) and bookmark it for easy access to our updated information and guidance, including links to the CDC, WHO, and OSHA.

I hope that you, your employees, and your families remain well throughout this challenging time.

Sincerely,
John Anderson, DO
Executive Vice President, Chief Medical Officer