

HOW DOES IT WORK?

1. Injured worker is assessed by a Registered Nurse.
2. If the injury qualifies for telemedicine visit the Nurse transfers to our Concierge Team.
3. Concierge Agent determines if the injured worker has a device with a camera and at least a 4G connection. If yes, proceed to next steps. If no, refer worker to a brick and mortar facility.
4. Concierge obtains injured worker's email address. If injured worker does not have an email account, concierge assists IW with a Google email account.
5. Concierge schedules the telemedicine appointment to occur in the next 15 minutes.
6. Concierge takes the injured worker through the setup steps and accompanies them to the virtual waiting room.

CorVel's Telemedicine Process

