



## **WORKERS' COMPENSATION TELEMEDICINE PROCESS**

On behalf of WC Solutions and Birdville ISD, Edwards Claims Administration is pleased to announce the launch of a Telemedicine service available to injured employees of Birdville ISD.

RediMD, founded in 2008, specializes in the delivery of Telemedicine for workers' compensation treatment. This service allows employees to schedule a doctor visit at their convenience (from work or home) with no travel and no waiting in potentially contaminated environments. Physicians are available 24/7, year-round. 24/7 triage services are available as well.

As most individuals carry smart phones, there is no special equipment or software necessary. Virtual visits may be handled via smart phone, tablet or webcam with a computer. All visits are facilitated through a simple link shared via text or email to the injured employee. The process is easy (see attached outline for injured employees).

Please share this information with your staff and let them know that a Telemedicine option is readily available in the event of an on-the-job injury. RediMD is another choice to provide hassle-free and extremely prompt medical attention to your injured employees. It only takes a simple phone call to initiate the process:

(888) RediMD5 or (888) 733-4635

Online options for scheduling also available at:

[www.RediMD.com](http://www.RediMD.com) (use registration code "birdville")

If you have any questions about the process, please feel free to contact Edwards Claims Administration at (800) 575-2657 or the BISD Risk Management Department (Candace Miller) at (817) 547-5855.





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1. As directed by the BISD Safety Plan, follow accident reporting procedures for *all* on-the-job injuries.
2. To facilitate a RediMD telemedicine appointment, each campus and district location will need to designate a private area
3. A private room will be required for the injured employee's telemedicine consultation using a webcam or smart phone.
4. The injured employee (or supervisor if necessary) calls RediMD at (888)RediMD or (888)733-4635 to report the injury and a customer service rep with RediMD will schedule an appointment with the doctor (based upon a time provided by the injured employee). \*\*
5. Intake staff at RediMD will confirm the type of device the injured employee will be utilizing to facilitate the video call with the physician, as well as the preferred mode of communication (text or email).
6. A RediMD staff member will collect information to complete a medical history form at the time of scheduling.
7. The RediMD doctor will be available to see the injured worker within 5-10 minutes of the initial reporting.
8. The injured employee will receive a link via text or email from RediMD. They will simply click on the link to launch a live session with the physician.
9. Using a webcam or smart phone, the physician will see/speak face-to-face in real time to properly diagnose the employee's condition and provide a plan of treatment. RediMD will order any prescriptions (sent to a local pharmacy of the employee's choice) or lab work if needed.
10. If a follow-up appointment is necessary, the doctor and injured worker will schedule a date/time for the visit. The injured employee will receive a confirmation email or text immediately upon scheduling such.
11. RediMD will notify/remind the injured employee the day before their scheduled visit via email and a phone call.
12. All billings will be sent directly to the workers' compensation carrier for Birdville ISD. There will be no out-of-pocket expenses to the injured employee.
13. RediMD will fax the DWC73 reports to Birdville ISD (attn Candace Miller) within 3 hours of the appointment.
14. RediMD is available to injured employees 24/7.
15. Additionally, Birdville ISD staff may call for free 24/7 triage service. This provides peace of mind to the employee/supervisor to confirm if treatment is necessary, if the injury is appropriate for Telemedicine, or if they should proceed to the emergency room. If an ER visit is necessary, the RediMD physician will instruct the employee on where to go and call the ER to advise of the injury and let them know the injured worker is on their way for treatment.

*\*\* Injured employees may also schedule appointments online by registering via [www.Redimd.com](http://www.Redimd.com). The registration code for Birdville ISD is "birdville" (all lower case with no spaces).*