[DATE]

Dear Individual Participant & Family:

The Missouri Department of Mental Health – Division of Developmental Disabilities is pleased to announce a new service called [StationMD](https://stationmd.com). As a provider for the Division, we have agreed to be in the first round of implementation of the service. StationMD is a telehealth medical service that offers immediate virtual access to high-quality emergency medicine physicians, specifically trained in the care of people with Intellectual/Developmental Disabilities (I/DD). It is available 24-hours a day to act as a resource for our staff to call if they have a medically related concern about your loved one. StationMD allows physicians to assess an individual, including the ability to check heart and lung sounds, etc. through a virtual on-line connection. The program is an addition to the current medical care offered by each individual’s primary care physician. The initial targeted round of implementation for StationMD will begin April 13, 2020.

The goal of this program is to make a physician available by phone or through video to help avoid taking individuals out to the physician’s office or to the emergency room. The StationMD physician can advise if getting medical attention at the emergency room or physician’s office is necessary. For those who choose to participate, the StationMD physicians will have access to an individual’s medical records and will provide copies of the consultation notes they create. The physician consultations will be available to the individual’s primary care physicians, nurses, and support members. Other medical orders and follow-up care will be communicated with our staff members. This allows them to carry out the physician’s orders and coordinate the care.

During the COVID-19 pandemic, this service will allow us to:

* Access to medical professionals for any urgent medical need;
* Reduce or eliminate exposure of COVID-19 positive individuals at a clinic or hospital setting; and
* Provide effective follow-up and monitoring of medical needs.

StationMD is HIPAA compliant.  There is no recording of the session, no data is stored on the electronic device used for the assessment, and there is only a log of the call.  The physicians affiliated with StationMD are board certified and licensed.

The Division is covering the cost of the StationMD service for every Medicaid Waiver recipient that chooses to participate.

More information will be sent out soon on how to access this service. If you have additional questions, please direct to (insert agency director name here) or e-mail [MO-DMH@stationmd.com](mailto:MO-DMH@stationmd.com) or call 1-(908)-663-2929 ext. 830. In the meantime, we are asking you to consider if you would like your family member to participate in this service.

Sincerely,