

Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

StationMD Service Information & Education Webinar

Presenters

Wendy Witcig - Deputy Director for Community Operations

Gary Schanzmeyer - Deputy Director for Administration

Toi Wilde - DD Project Director

Meghan Calichman - Chief Operating Officer for StationMD

StationMD Overview

- 👤 The Division of Developmental Disabilities is pleased to announce a new service called [StationMD](#).
- 👤 It is a telehealth medical service that offers immediate virtual access to 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 identified participants to call if you, your family or provider have a medically related concern about yourself or an individual you support.

Who is Eligible?

- 👤 All Medicaid Waiver recipients are eligible to use StationMD service.
 - 👤 Not currently available to everyone - Medicaid Waiver recipients only.
- 👤 The Division will be covering the cost of the service for Medicaid Waiver recipients.
 - 👤 The only expense to the individual/family or agency will be for the electronic communication device(s) such as a phone, tablet, or computer.

Implementation

- 👤 Implementation of the service will be done in three different increments over the next 4 weeks.
- 👤 The first round of implementation will target 5,000 Medicaid Waiver recipients.
 - 👤 Same principal of 5,000 will be applied to subsequent rounds of implementation.
- 👤 The initial targeted round of implementation for StationMD begin on April 13, 2020.



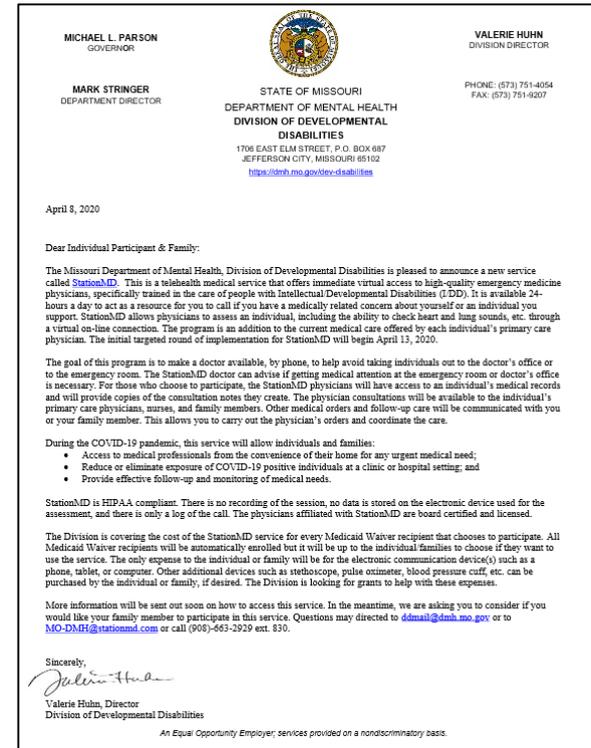
Implementation

- 

Information Letters sent to Individual/Families and Staff/Providers.
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IHD assisting in sending communications to In-home families.
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Lists of those on 1st round implementation being sent out.



Breakdown of Round One

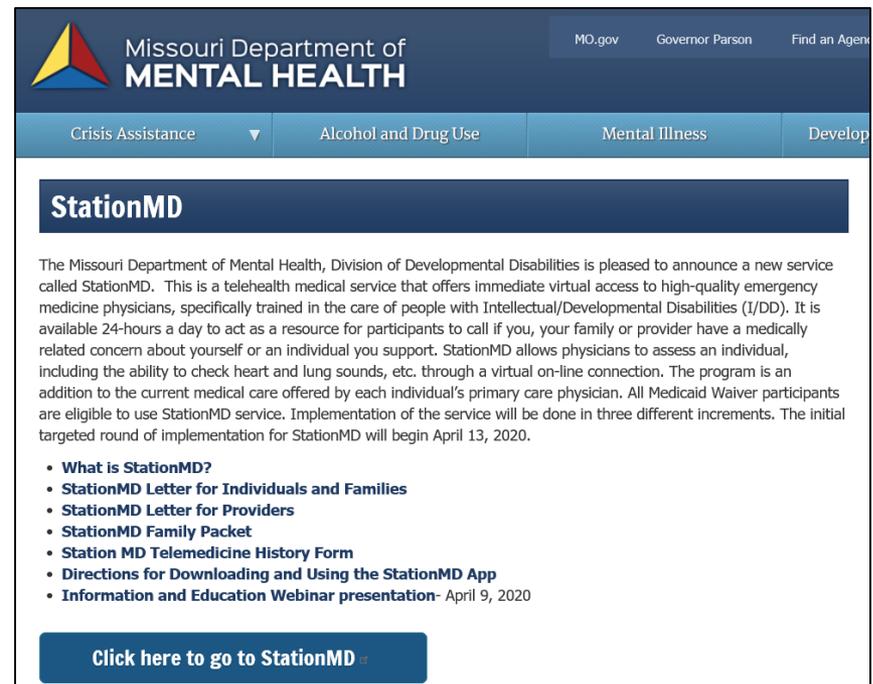
- 👤 In-Home Individual/Families:
 - 👤 3,700
 - 👤 Targeted STL, KC, Central Missouri and Springfield area.

- 👤 Provider Agencies:
 - 👤 1,300
 - 👤 Arc of Ozarks
 - 👤 Chariton Valley Association
 - 👤 Community Choice (KC/STL)
 - 👤 Emmaus Homes
 - 👤 Easter Seals Midwest
 - 👤 Steadfast Support Services
 - 👤 RHD Missouri
 - 👤 CCD of KC

StationMD Website & Resources

 <https://dmh.mo.gov/developmental-disabilities/stationMD>

-  Flyer
-  Information letter
-  Family Packet
-  Telemedicine Hx Form
-  Directions for App
-  Slides



Missouri Department of
MENTAL HEALTH

MO.gov Governor Parson Find an Agent

Crisis Assistance Alcohol and Drug Use Mental Illness Develop

StationMD

The Missouri Department of Mental Health, Division of Developmental Disabilities is pleased to announce a new service called StationMD. This 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 participants to call if you, your family or provider have a medically related concern about yourself or an individual you support. 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. All Medicaid Waiver participants are eligible to use StationMD service. Implementation of the service will be done in three different increments. The initial targeted round of implementation for StationMD will begin April 13, 2020.

- **What is StationMD?**
- **StationMD Letter for Individuals and Families**
- **StationMD Letter for Providers**
- **StationMD Family Packet**
- **Station MD Telemedicine History Form**
- **Directions for Downloading and Using the StationMD App**
- **Information and Education Webinar presentation**- April 9, 2020

[Click here to go to StationMD](#)

**Meghan Calichman - Chief Operating Officer of
StationMD**

StationMD Service



StationMD

Achieving Superior Care for Vulnerable Individuals



StationMD

StationMD: A Healthcare Solution to Meet these Challenges and Support People with IDD

Founded by Four Experienced ER Doctors

All of our doctors are emergency physicians, trained to handle complex medical issues

We deliver specialized care to people with IDD





StationMD

Our Goals

Help vulnerable populations lead healthy, independent, and productive lives.

Expand Access to the
Optimal Care

Decrease Healthcare
Costs

Improve the lives of
people with I/DD and
their support team



StationMD

Back-end System that Assures Quality

StationMD offers immediate access at anytime to high-quality ER doctors, specially trained in the care of people with I/DD.



Copyrighted
treatment guidelines



Doctor
training



Quality
reviews



Educational
series

**A turnkey, packaged model that can be rolled out with
success anywhere in the country**



StationMD

Clinical and Economic Outcomes



StationMD

Proven Outcomes



Historical Data from Clients
Demonstrates an 85% reduction in
ED Transfers

Data for Individuals with I/DD
March 2016-December 2019

StationMD Visits by Outcome

Time Period	% Observed in Place
03/2016-12/2016	86.4%
01/2017-12/2017	86.0%
01/2018-12/2018	89.1%
01/2019-12/2019	87.2%

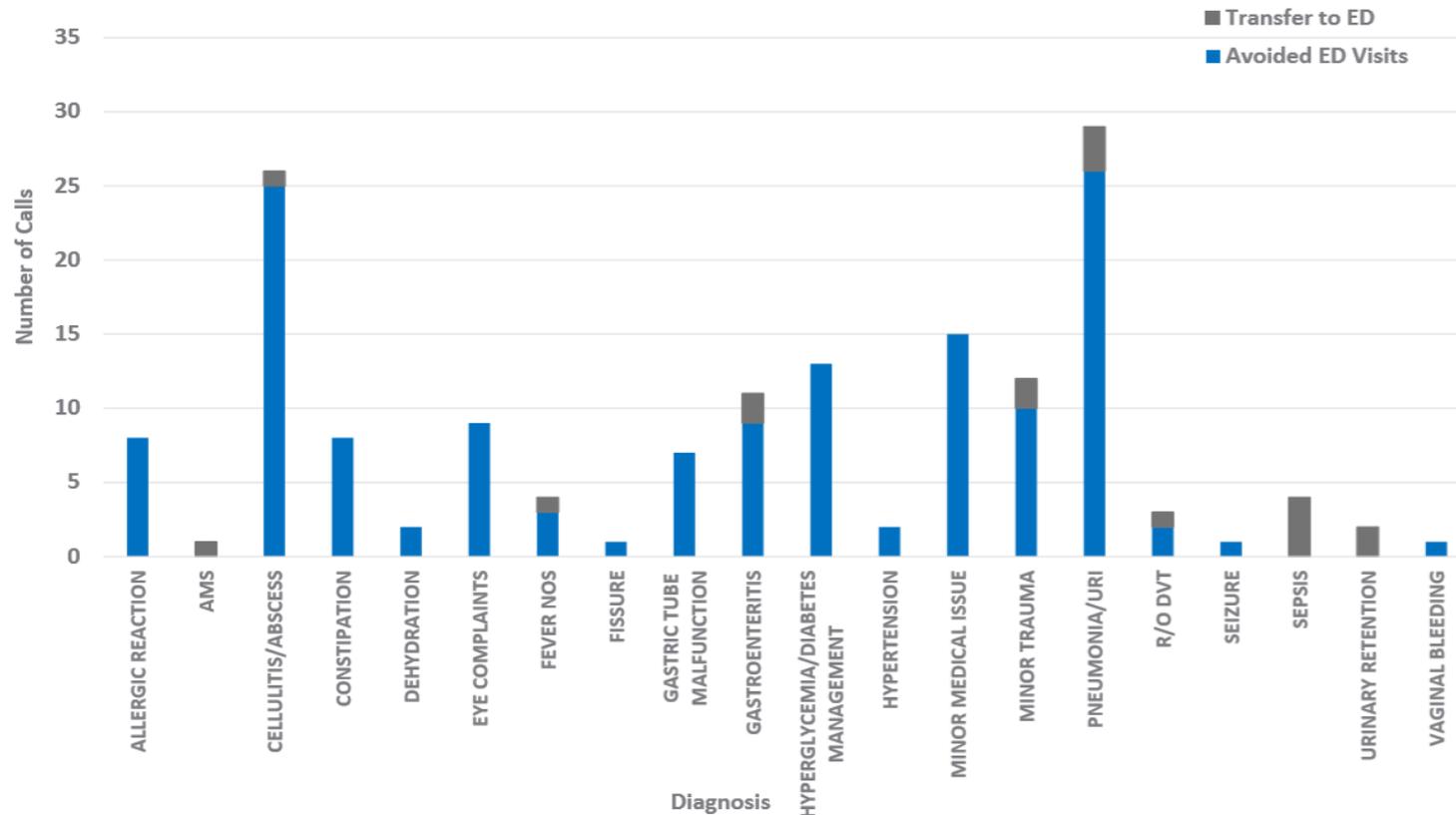
**87.2% of StationMD Clients with I/DD
Are Treated in Place**



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Most calls result in avoided ER transfers across diagnoses

Calls by Diagnosis and Outcome



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When to Call





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Some Examples of When to Call StationMD

Rash
Pink Eye
Falls
Oral Health
(abscess, cold sore, etc.)

Vomiting
Fever
Cough/SOB

Behavioral
changes

Constipation

StationMD can be used for any non life-threatening concern.



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Other Typical Cases (not always emergent!)

Medication Refill

*Psychotropic meds**
*Controlled Substances**
**case by case basis*

Order
clarification/
medication
reconciliation

Return to Day
Program

Really any
questions you
have

StationMD works with primary care physicians to improve and augment care when there are gaps in coverage or during off-hours. StationMD is not a substitute for seeing your primary care physician.

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Documentation Follow Up

Ways to retrieve StationMD Physician Notes

Electronic Medical
Record

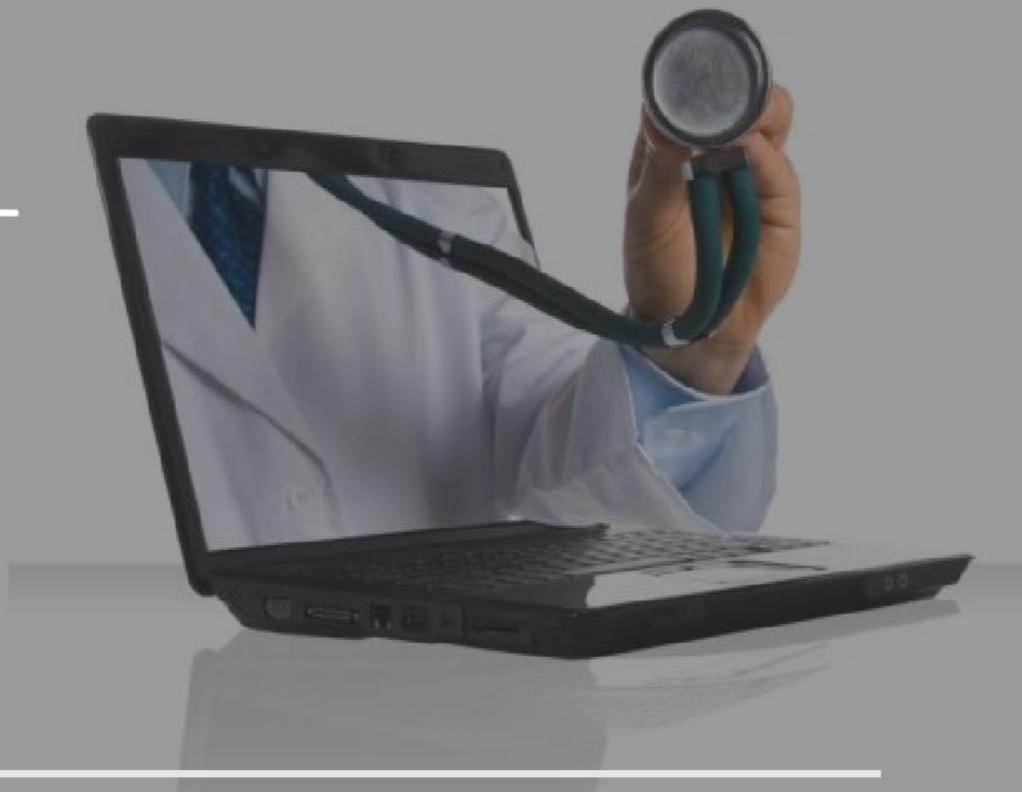
Secure Fax

Secure email/access to
StationConnect



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The StationMD Process Step-by- Step



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Connecting to StationMD



Call 1-877-STATMDS

Caller will be asked:

- State calling from
- Calling from individual home or agency
- Address, name, date of birth
- Reason for call, pcp, vital signs (if available)



**Speak with the
StationMD doctor**



**Click the StationMD
App to start the
Telemedicine Visit**



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Downloading the StationMD App

Downloading the StationMD App

•The StationMD app is available by searching for the app on your device or can be found directly at:

•<https://apps.apple.com/us/app/stationmd/id1476404286>



•<https://play.google.com/store/apps/details?id=com.stationmd.stationmd>



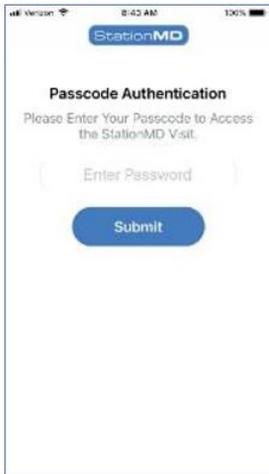
•The QR code below should also direct you to the app on either your Apple or Android device.



•Once you have the StationMD app installed, you will be required to enter in a **one-time passcode** to access the app. The passcode is **1515** or **passcode given to you during first call to StationMD physician.**

StationMD

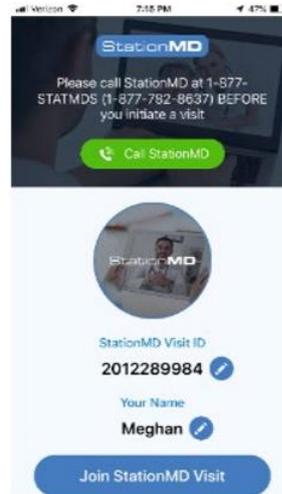
Connecting to the StationMD App with an Apple device



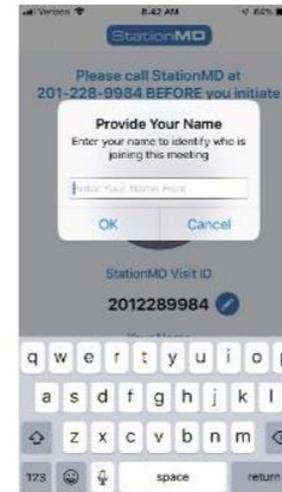
Enter in one-time passcode **1515** or passcode given to you when during call



Splash screen as reminder to call StationMD at 877-STATMDS prior to joining StationMD telemedicine visit.

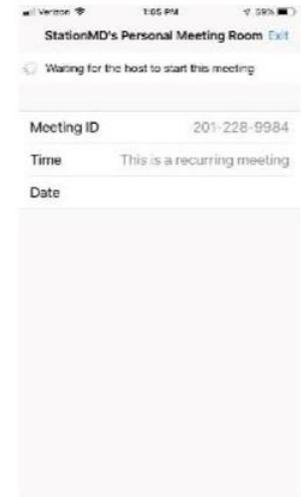


Press the Green Call StationMD button if you have not called StationMD yet. Once the doctor indicates it's time for the telemedicine visit then select edit pencil to put in your site name (needed first time only).



Type in name and click OK.

Once you enter your name, select Join StationMD Visit.

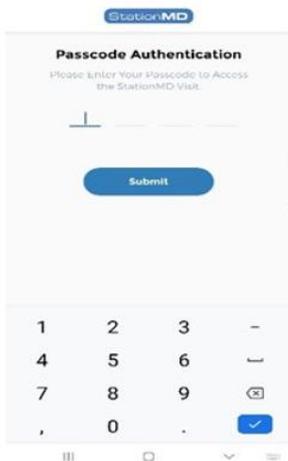


Screen that shows you have successfully initiated the visit and StationMD doctor will admit you into the visit.



StationMD

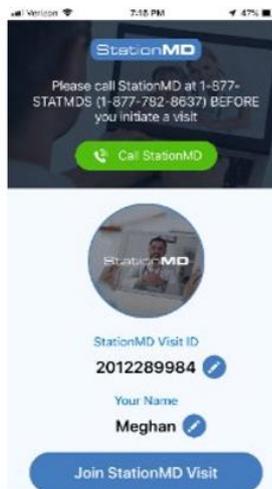
Connecting to the StationMD with an Android device



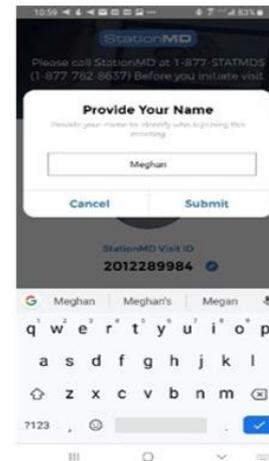
Enter in one-time passcode **1515** or passcode given to you when during call



Splash screen as reminder to call StationMD at 877-STATMDS prior to joining StationMD telemedicine visit.



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Once you enter your name, select Join StationMD Visit.



Screen that shows you have successfully initiated the visit and StationMD doctor will admit you into the visit.

StationMD

Change in Condition

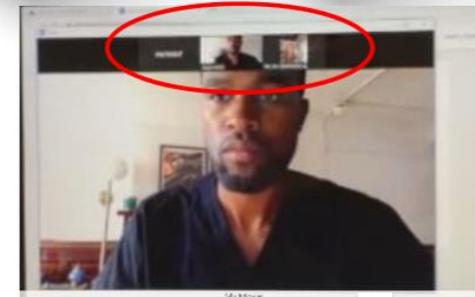
- 24 year-old female with CP, asthma
- Develops cough
 - Fever of 101°
 - Oxygen saturation 90%

Activate

- Staff, individual or family member initiates SMD encounter with simple phone call
- StationMD doctor reviews patient's records (either through agency EHR, from family or individual, or prefilled out information).



Call 1-877-STATMDS

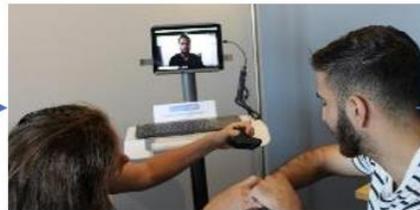


Click for the Telemedicine Visit Family members, RN on call-can join

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Physician Assessment

- Telemedicine consultation initiated
- A physical exam is performed
- Physician will let direct support staff know if stethoscope is needed



Stethoscope App



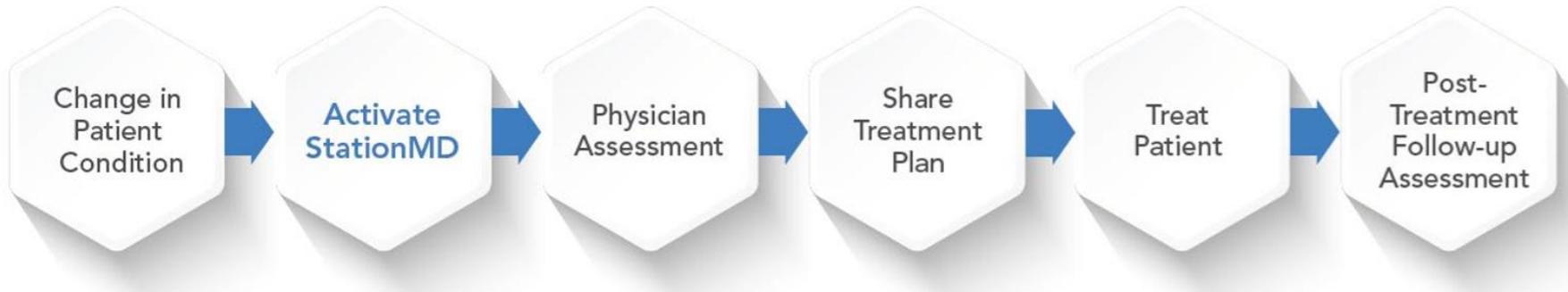
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Treat Patient

- Asthma exacerbation and Respiratory infection
- StationMD provider prescribes nebulizers, steroids and antibiotics

Share Treatment Plan/Follow-up

- Follow-up exam by StationMD doctor
- Breath sounds show improvement. Patient comfortable. Oxygen 95%
- Documentation in EHR, Primary Care Physician Notified



Unnecessary trip to ER avoided

*If patient had not improved-
StationMD would contact ER to expedite visit & review history*



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Stethoscope Instructions

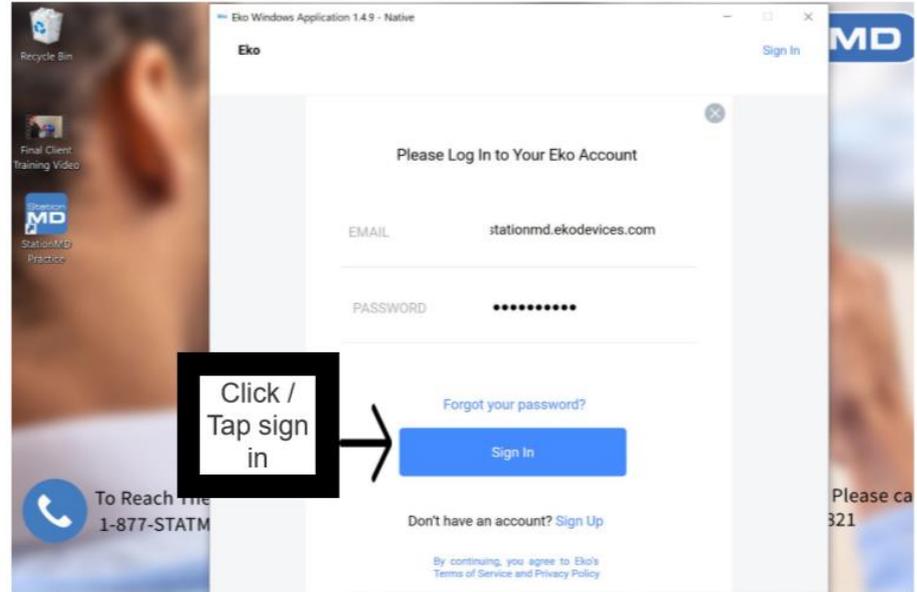
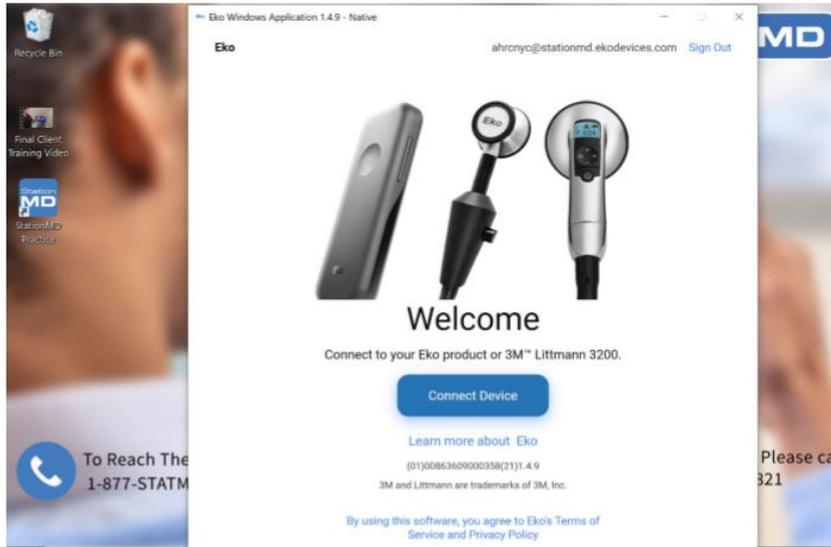


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Connecting to the Stethoscope

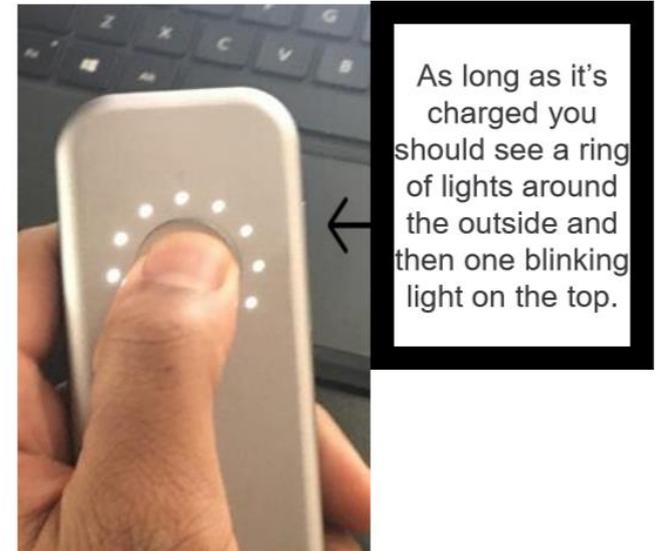
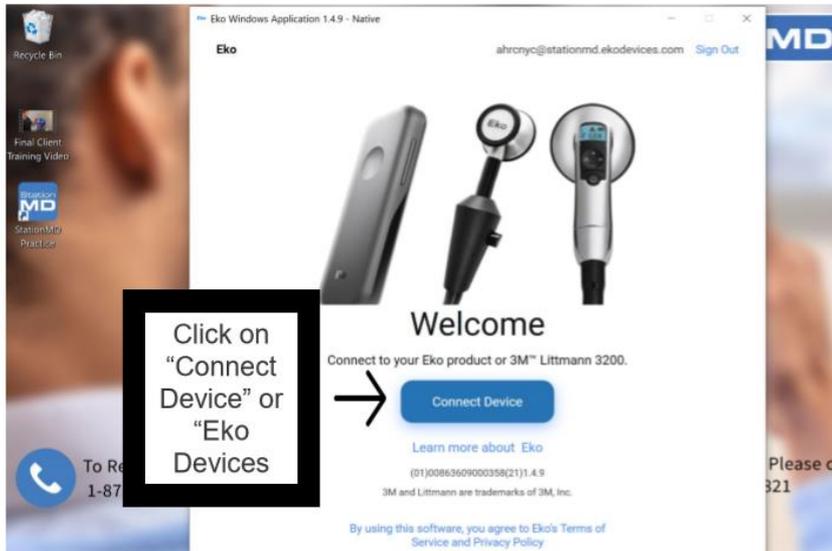


First make sure
you are signed in



StationMD

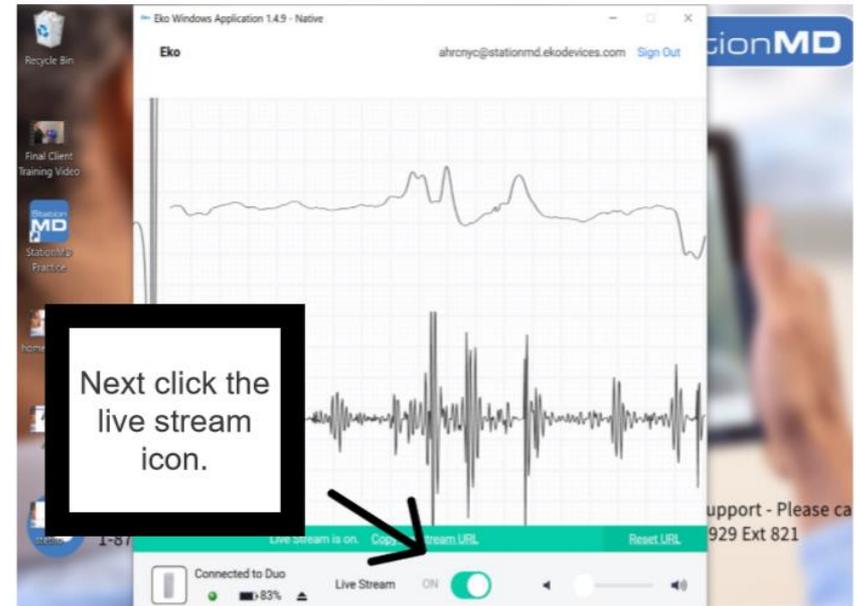
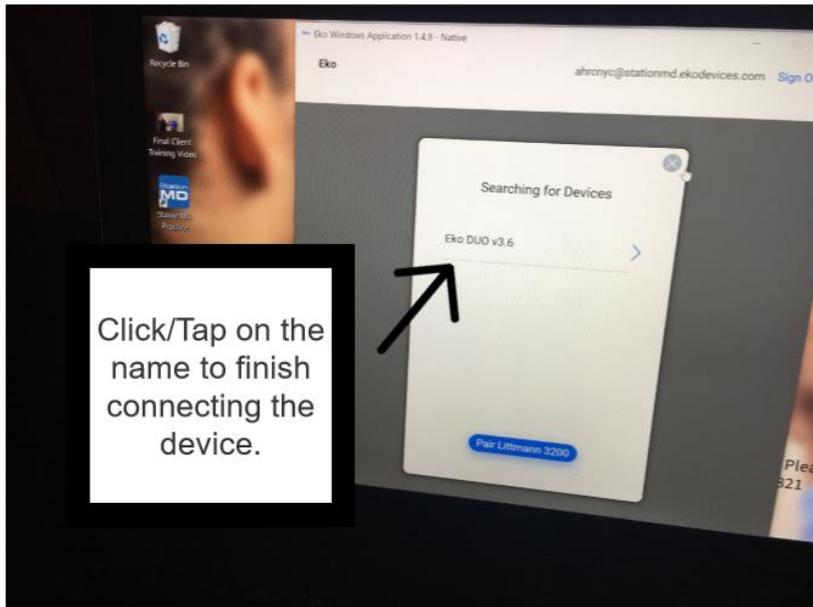
Connecting to the Stethoscope





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Connecting to the Stethoscope





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More Training Info
and Contact
Numbers





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Additional Training Options

Written
Instructions

Training Videos

Practice Sessions
Mon-1p-3p
Wed-9p-11p
Sat-10a-12p

Remote Training
with 24 hours'
notice

- Call Training Support at 908-663-2929 ext. 832 or training@stationmd.com to schedule as needed training outside of practice session hours
- For any technical issues, contact Technical Support at 908-663-2929 ext. 821 or techsupport@stationmd.com

StationMD

Discussion and Questions





Improving lives THROUGH
supports and services
THAT FOSTER self-determination.

THANK YOU!