

**SERVING, EMPOWERING AND  
SUPPORTING MISSOURIANS  
TO LIVE THEIR BEST LIVES.**



## **MO DDD & You: An Overview of StationMD Telemedicine**

Information for Individuals & Families

Presented by:

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Rebecca Pitchford, Member Relations Specialist, StationMD



**February 27, 2024  
12:30pm-1:00pm**



# Webinar Talking Points



- Introductions
- StationMD Background
- StationMD 24/7
- When to call StationMD
- Benefits of Using StationMD
- Calling StationMD
- Questions



StationMD

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

## Specialized Telehealth for People with Intellectual and/or Developmental Disabilities

Helping People with I/DD  
Thrive in the Community

# StationMD: A Healthcare Solution to Support People with I/DD

Founded by emergency room doctors

Specially focused on those with I/DD and Behavioral Health challenges

Proud winner of the 2022 Leadership Award from The American Association on Intellectual and Developmental Disabilities (AAIDD)



# Many people with I/DD have no choice but to go to the ER

High-risk/multiple comorbidities

Lack of access to medical care otherwise

Regulatory requirements

Primary doctor lacks immediate availability



# Emergency Room Experience



## For Individuals I/DD

with



For Staff &

Caregivers



- Frightening experience
- Exposure to infection
- Disruption of routine
- Missed medication
- Trauma of transport

- Increased job/home stress
- Worsening staff shortages
- Increased overtime
- Sleep deprivation
- Exposure to infection



# How StationMD Can Help

We provide access to doctors specialized in I/DD

Anytime/Anywhere    24 hours/day    7 days/week    365 days/year

Our doctors have extensive training and experience working with individuals with I/DD

- Understand the special needs of this population
- Understand challenges of group homes, DSPs & nurses
- Understand challenges of families caring for people with I/DD



# Why Call StationMD?



## “Everyday” questions:

- I gave a medication at the wrong time, what do I do now?
- I am about to run out of my seizure medication, can I get a refill?
- I have a cough, could this be serious?
- My blood pressure is high, what do I do now?



## “Potentially Serious” questions:

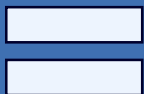
- I fell, do I need to go to the ER?
- I keep vomiting, is this an emergency?
- Should I worry about my fever?
- I have an odd pain, is it serious?



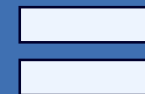


# Why is StationMD important?

On demand access to  
specialized doctors



Avoid unnecessary  
ER visit and  
remain in  
community



Improved  
quality of  
life

Spending your time with friends, working, listening to music...

Empowers people to thrive in the community by accessing care when they want and need it, and from where they are most comfortable!

Taking control of healthcare needs is the ultimate tool for person-centered care



# Behavioral Health Concerns: StationMD Can Help



## If someone is:

Agitated  
Anxious  
Aggressive  
Depressed

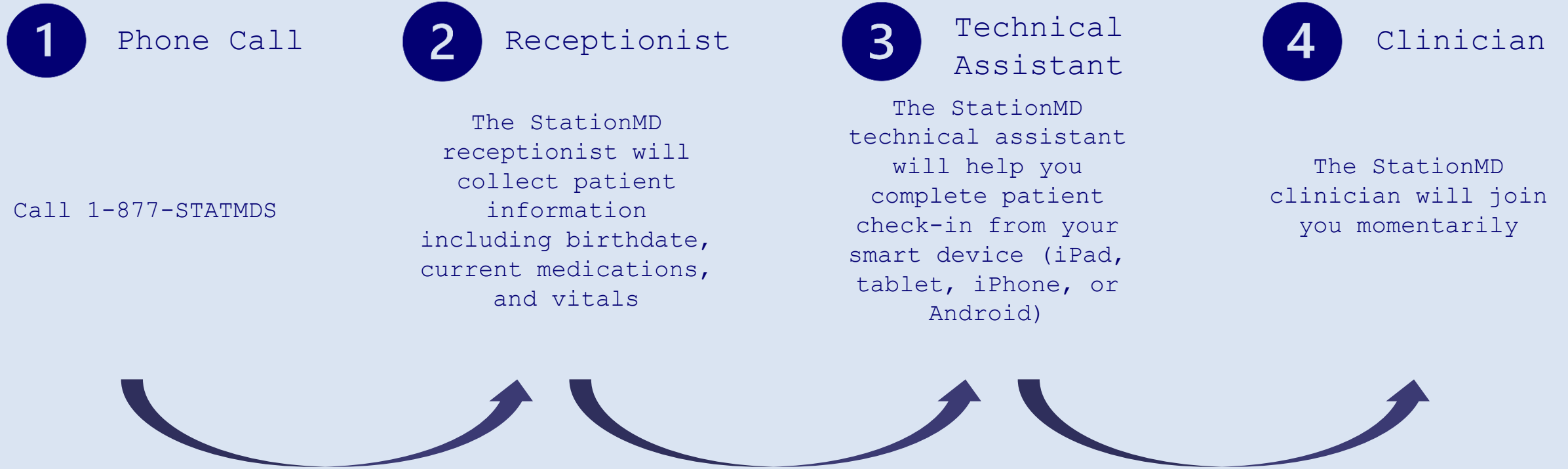


## StationMD clinicians can:

Help with de-escalation exercises  
Guide through a crisis and provide  
next steps  
Implement PRN meds when needed



# Step-by-Step Process



# StationMD Users Report Satisfaction



## Individuals

- 96% were happy with their StationMD visit
- 94% would recommend StationMD to a family or friend
- 84% prefer to use StationMD vs. venturing out to seek medical care



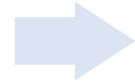
## DSPs/Caregivers

- 70% feel more job satisfaction with access to StationMD
- 77% feel they get answers to health questions through StationMD
- 77% feel access to StationMD improves the lives of their clients



# “Providing the highest quality of medical care for individuals with IDD, fostering independence, & improving quality of life”

Sign your individual/s up for StationMD on their ISP at anytime



Call into StationMD for any major or minor healthcare questions

1-877-782-8637



Receive 24/7 access to specialized healthcare without the stress of the ER

Rebecca Pitchford  
636-206-4676  
rebecca.pitchford@stationmd.com



# Questions?



# Mark Your Calendar



Next MO DDD & You

**March 26, 2024**

**12:30pm – 1:00pm**

# Connect with Us!



Missouri Department of Mental Health  
DIVISION OF DEVELOPMENTAL DISABILITIES







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**Thank You**