



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

# **MO DDD & You: Utilizing StationMD Services for Better Health**

Information for Individuals & Families

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**September 27, 2022**

# Webinar Agenda



- Welcome/Introductions
- Introduction to StationMD
  - who can utilize StationMD services
  - what services can be provided
  - how services can be accessed
  - share success stories
- Questions

# Achieving Superior Care for Vulnerable Individuals





## Our Mission

At StationMD, our mission is to provide the highest quality of medical care for individuals with I/DD, fostering independence and improving quality of life for our patients and those providing their care. StationMD doctors are experts in the care of individuals with I/DD. Employing an easy-to-use telehealth solution, we have performed thousands of virtual consultations and are dedicated to serving this population.

## How We Work

When there is a medical question or concern, simply initiate a visit with StationMD and you will be connected to a doctor in minutes. Our secure video-conferencing system allows our doctors to perform a thorough evaluation from the comfort and safety of your home. After the virtual evaluation, we implement a treatment plan and can write prescriptions when necessary. We can coordinate care with your primary care doctor and a member of our StationMD AfterCare team can conduct a follow-up encounter when appropriate.

# Individuals With I/DD Deserve A Specialized Telemedicine

*Not All Telemedicine Is Created Equal*

## Technical Support

A team of Visit Navigators and IT Technical support help ensure every call to our doctors is seamless. All you have to do is call one number and they will stay on with you until you are connected with the doctor.

## Specially Trained and Dedicated Doctors

Unfortunately, not many doctors understand the unique needs of individuals with I/DD. All our board-certified doctors are specially trained to understand the clinical needs of this population and are available 24/7. They also understand the many non-medical challenges individuals and their families encounter when seeking care.

## Training

Even though our service is simple to use, our team happily provides training to each of our clients so that everyone feels confident on how to connect when a medical concern arises.

# Our Services

## Flexible to Meet Your Needs with a Variety of Service Options

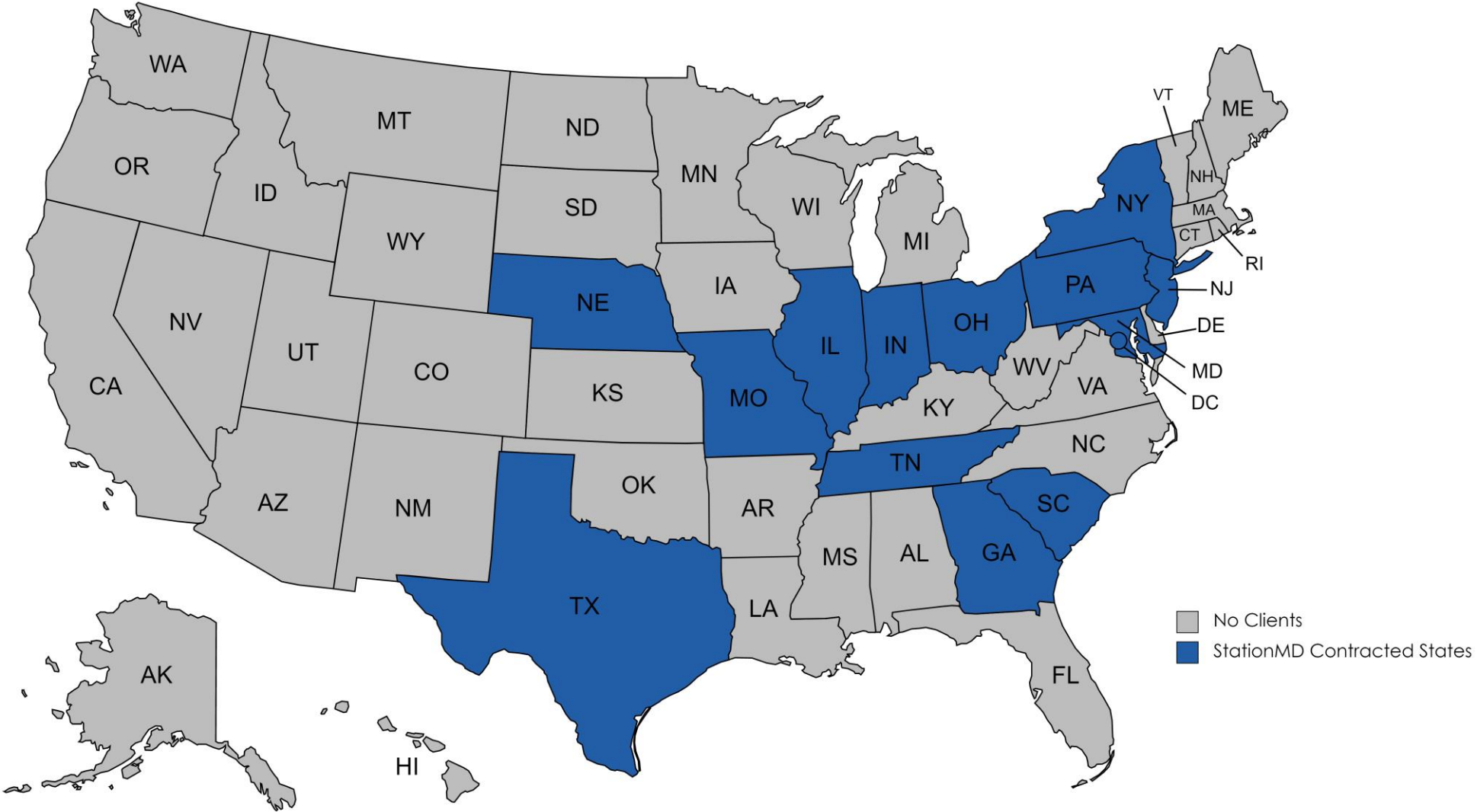
From 24/7 Urgent Care to Primary Care and Behavioral Health, all our services are more than just your average telemedicine. Our specialized approach fills gaps in health care, leaving our patients happier, healthier, and free to remain in the community.

Think of StationMD as an extension of your company. A “value add” wrap around service for existing medical supports.

The logo for StationMD, featuring the text "StationMD" in white on a blue rounded rectangular background, centered within a white circle that is partially overlaid by a blue vertical bar on the right side of the slide.

StationMD

# Where we provide services



## 24/7 Urgent Care Services Via Telehealth

StationMD's 24/7 Urgent Care Services are provided by our dedicated, board-certified, and specially trained doctors. The doctors are always available immediately and to address acute issues or any gap in care.

- Telemedicine Outcomes
- Consistently, we avoid transfer outside of the home for more than 85% of our 24/7 Urgent Care calls.
- Continuity of Care
- Our work goes beyond your average telemedicine. We provide formal documentation of each encounter and send to our client contacts. When desired, the individual's primary care doctor can be updated via secure text or email.
- On those occasions when a transfer to the ER or urgent care is unavoidable, the StationMD doctor communicates directly with the ER staff to streamline care and avoid unnecessary tests and admissions.





# Who We Serve

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StationMD

- **Specialized Doctors That Understand Your Needs**

- All our doctors have the training and experience needed to best understand your unique needs. With access to medical history and time to spend with you, the care we provide is superior.

- **Supporting your Circle of Support**

- Family caregivers, nurses, Direct Support Professionals (DSPs) and other members of the circle of support will be empowered by having a specially-trained doctor available at the press of a button.

- If a member of the support team is not with the individual, or mom would like to be connected to the StationMD visit, our team can quickly and easily provide access to the visit.



Less ER and Urgent  
Care visits

Reduction of  
Trauma and  
Anxiety

Reduced Exposure


Cost Reduction

Equity with Current  
Health Care  
Models

More Personalized  
Experience  
Interacting with  
the Doctor

Better Overall  
Quality of Care

Reduction of  
Adverse Behaviors  
when Healthy

A man with glasses and a red polo shirt is on the left, and a woman with glasses and a yellow and blue patterned polo shirt is on the right. They are both looking towards the right. The background is a dark, out-of-focus wall. A blue banner with white text is at the bottom left.

StationMD

## Provider Agencies

- We work with all types of provider agencies to improve care and support agency staff and operations. Our solution is utilized in Group Homes, Supportive Apartments, Intermediate Care Facilities (ICFs), Individual Residential Alternatives (IRAs), Family Based Living, Self Directed Waivers, Day Programs, and even Camps.
- Our service provides support and peace of mind to your staff when a medical issue arises. Having a doctor at their fingertips gives staff the confidence and resources needed to support your individuals.



## Government Agencies

We proudly work with government agencies in a variety of ways via grants, state funding or the waiver system.

We can work with you to find funding avenues and support your most vulnerable populations.

- Encourage Community Living and Foster Independence
- Rather than spend hours at unnecessary doctor's visits or in the ER, the individuals we serve can get answers to their health concern faster and back to their day sooner. Whether that means they can go to a job they love or spend time bowling with friends, they are able to spend their time however they choose.
- Cost Avoidance
- Our services have allowed government agencies to achieve their mission of enhancing the lives of people with disabilities while positively impacting the cost of care. StationMD has partnered with several states improving patient outcomes and elevating the quality of medical care for this population in a financially sustainable manner.



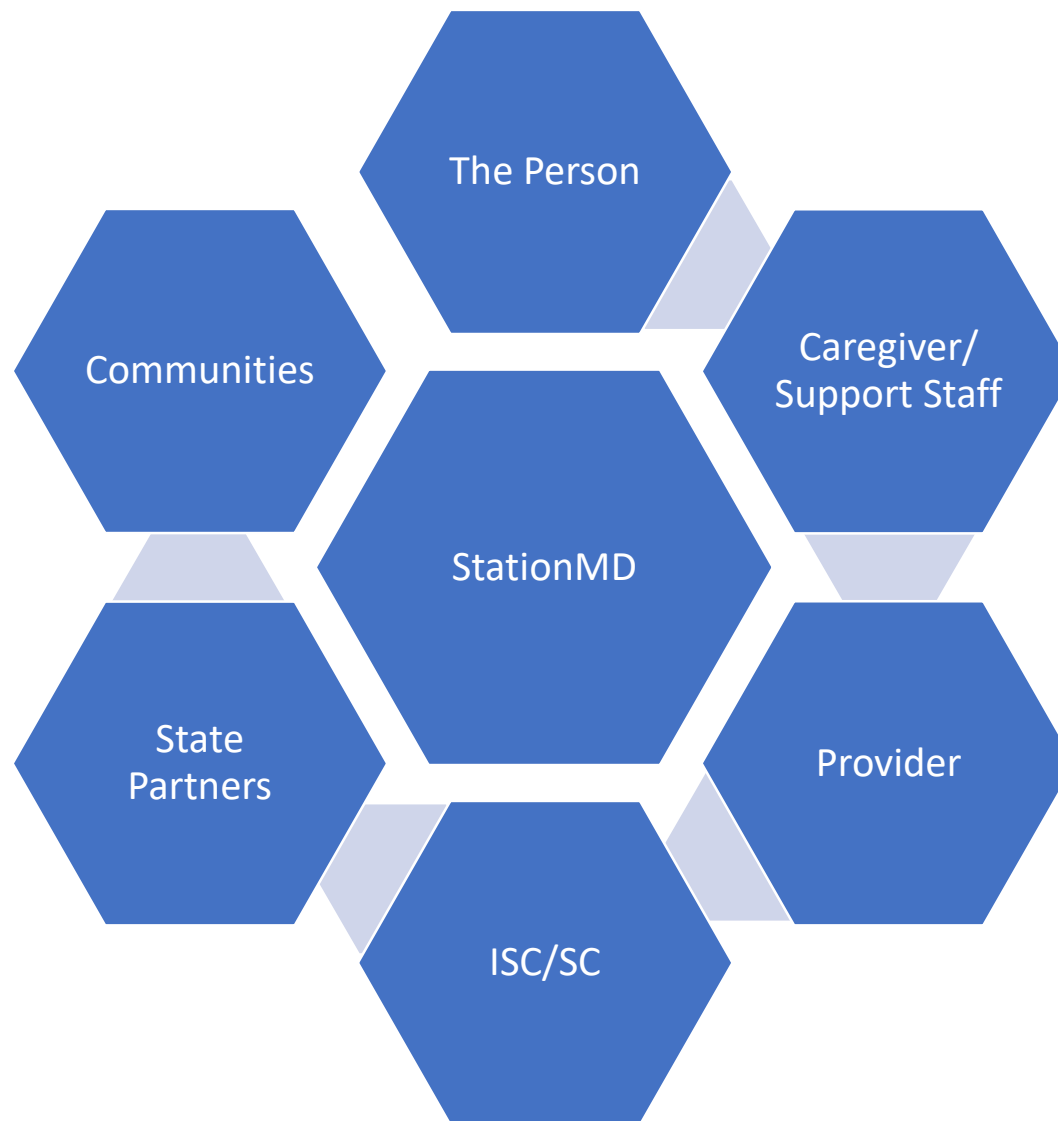
## Managed Care Organizations (MCOs)

- Reduce Costs While Enhancing Quality
- We have successfully partnered with Managed Care Organizations (MCOs) to improve the quality of care provided to their members, while significantly saving healthcare dollars.
- Reduce Costs While Enhancing Quality
- A large percentage of ER visits and hospitalizations are avoidable for individuals with disabilities. Our solution has proven to reduce these, resulting in a tremendous cost savings for your organization.
- Quality Care is Our Top Priority
- Our specially trained, board-certified doctors provide the highest quality of care to the people you support. With access to medical history and connections with local emergency rooms or urgent care clinics, we can provide continued and coordinated care. Treating people in place spares them the trauma and expense of being transferred for treatment.



StationMD

# StationMD impacts and benefits reach far beyond providing excellent health care to people with I/DD



# The Person

Less ER and Urgent  
Care Visits

Customized  
HealthCare

Reduction of  
Trauma and  
Anxiety

Reduced Exposure

Cost Reduction

Equity with Current  
Health Care  
Models

More Personalized  
Experience  
Interacting with  
The Doctor

Better Overall  
Quality of Care

Reduction of  
Adverse Behaviors  
When Healthy



# The Caregiver / Support Staff

Peace of Mind

Reduced Anxiety and  
Stress

Reduced Exposure

Aids with Caregiver  
Burnout

Loved Ones Can Age in  
Place Longer

Personal Engagement  
without Taking Away  
from Other Family  
Members and/or Work

Reduction of Adverse  
Behaviors When  
Healthy

# The Provider

Less ER and Urgent  
Care Visit,  
Reporting and  
Follow-up

Reduction of  
Anxiety and Stress  
of Staff and Nurses

Reduced Exposure

Reduction of Cost

Support in  
Managing Staffing  
Resources

Direct  
Collaboration with  
Medical Providers

Timely and  
Detailed Visit  
Documentation

Reduction of  
Adverse Behaviors  
When Healthy

Customized  
HealthCare

# The ISC

Customized HealthCare

More Personalized  
Supports and Services

Reduced Follow-up for  
Issues such as Incident  
Reporting , Staffing  
Ratios, Family Concerns,  
Missed Medications, etc.

Less Need for Services  
such as Sitter Services and  
Respite

Less Need for Oversight  
Due to Stabilized Health

With Better Health the  
Person Has More Time to  
Work on Outcomes and  
Goals

Reduction of Adverse  
Behaviors When Healthy

# The State Partners

Customized  
HealthCare

Cost Savings

Good Stewards of  
Taxpayer Dollars

More Resources to  
Develop and Offer  
New and/or Better  
Services and Supports

Better Use of Other  
Community Services:  
EMS, Police, Fire

Meeting Federal  
Guidelines and  
Mandates by Offering  
Choice and Inclusion

Being Leaders in the  
Use of Technology

Reduction of Adverse  
Behaviors When  
Healthy

# The Community

Customized  
HealthCare

Cost Savings

Reduced Exposure

Availability of  
Alternative  
Medical Services

Reduction of  
Adverse Behaviors  
When Healthy

# Benefits of Using StationMD

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

Immediate Access to  
a Clinician (24/7)  
Our doctors are on  
“shift”. StationMD is  
NOT an “on call Service”

Decrease need to  
transfer individual to  
Emergency Room or  
Urgent Care

Improve the lives of  
people with I/DD and  
their caregivers

# Examples of When to Call StationMD

StationMD can be used for any non life-threatening concern

Rash  
Pink Eye  
Falls  
Vomiting  
Fever  
Cough/SOB  
UTI

Medication Related Refills  
Authorizations Clarifications  
Missed Dose

Behavioral changes  
Return to Day  
Program/Work/School  
Notes  
General Questions

✓ 2am on Easter Sunday – Call, 12:05am on New Years Eve – Call, Questions after a doctor's appointment – Call ✓  
StationMD is not an “On-Call Service”, our doctors are on shift.

StationMD is not meant to replace a primary care physician.

# Where Can You Use and Access StationMD

Anywhere you  
have internet

In the privacy of  
your own home

In a private  
space in your  
community

At your job or  
workplace

In your vehicle

In a private  
space at your  
provider agency

At home visits  
with family and  
friends



# When NOT to Call StationMD

**Call 911 if the person is having a medical emergency defined as an acute injury or illness that poses an immediate risk to a person's life.**

Any emergency  
life-threatening  
situation

If EMS staff is already  
there

To notify StationMD  
that a patient has  
been transported to  
the ER or an Urgent  
Care

# Providing Behavioral Health Services Via Telehealth

## Psychiatry



- When you work with StationMD to provide your residents with tele-psychiatry, you will have a dedicated psychiatrist that will learn the needs of the person and develop an individualized treatment plan that will include:
  - Medication management & optimization
  - Management of medication side effects
- Development of an escalation plan for those at high risk of destabilization
  - Discussion with family and loved ones
- Coordination with your staff, case managers, nurses and direct support professionals to promote multidisciplinary care tailored to the individual's needs.



# Providing Behavioral Health Services Via Telehealth



## Psychology

- Our psychology services include, but are not limited to:
  - General Counseling / Couples & Group Counseling
- Cognitive & Adaptive Functioning Testing for placement or academic services
  - Vineland Adaptive Functioning Testing
    - Capacity Testing
    - Evaluation for ICF admission



How Do I  
Use  
StationMD?



# First Time Using the App on Your Device

**Access and Terms of Use Agreement**

1. This login with StationConnect and Use Agreement (this "Agreement") is a binding agreement between you ("you") and StationMD Professional Corporation ("StationMD"). This Agreement governs your use of StationConnect's "LOGIN WITH StationConnect" service, including your use of StationConnect Credentials and all associated registration and related pages and/or documentation (collectively, "SC"). This Agreement may be modified by StationMD from time to time in its sole discretion without prior notice. Any changes will be posted on this page. Your continued use of SC after we make changes to this Agreement is deemed to be acceptance of those changes, so please check this page periodically for any such updates.

2. SC enables you access to various levels of patient information based on the access permitted by you or your employee. By using SC, you agree to the terms and conditions set forth in this

I've read and accept the terms and conditions.

**DECLINE** **I AGREE**

Check that you agree to Terms of Use

**Consent**

I, the patient, legal guardian, or authorized representative of the named patient, hereby authorize and request StationMD, PC and its doctors and other clinicians, to provide such medical care, including psychiatric and psychotherapy care, and administer such diagnostic, and therapeutic measures which may include but not limited to performing a history and physical exam, ordering labs, urine, and radiographic diagnostic studies, as deemed necessary and advisable via telehealth. I understand that StationMD, PC is a provider of emergency telemedicine services. I also give StationMD, PC access to my medical records. This will include remote access to electronic records. I consent to the release of my medical information for purposes of assessment, treatment, payment, operations, and discharge planning as outlined in the StationMD, PC privacy policy. The StationMD, PC privacy policy is available at: [http://www.stationmd.com/privacy-policy](#)

I have agreed to the consent.

**DECLINE** **I CONSENT**

Check that you have consent to utilize StationMD services

**Welcome to StationMD**

**Please enter name**

**Ke Vaughn**

This should be the name of the support staff or patient. This name will appear on screen for the Provider once the visit has started.

**Get Started**

Enter name of caretaker or patient

**StationMD**

Please call StationMD at 1-877-782-8637 BEFORE you initiate a visit

**Call StationMD**

**Sites**

Looks like you have not added any sites yet. Tap add site to enter a Mobile App Token and start a visit.

**+ Add site** **Join with Visit ID**

Click "Add Site" and enter mobile app token provided by Navigator

**StationMD**

**Standby**

Ok you're all set! Please wait for the Provider to start the meeting.

**PCC Test Site**

Waiting for Provider...

Please make sure you have called StationMD (1-877-782-8637) to provide the needed information for the doctor to start the visit. The telehealth visit cannot be started unless you have spoken on the phone with a member of our staff. This page will stop checking in 29:59

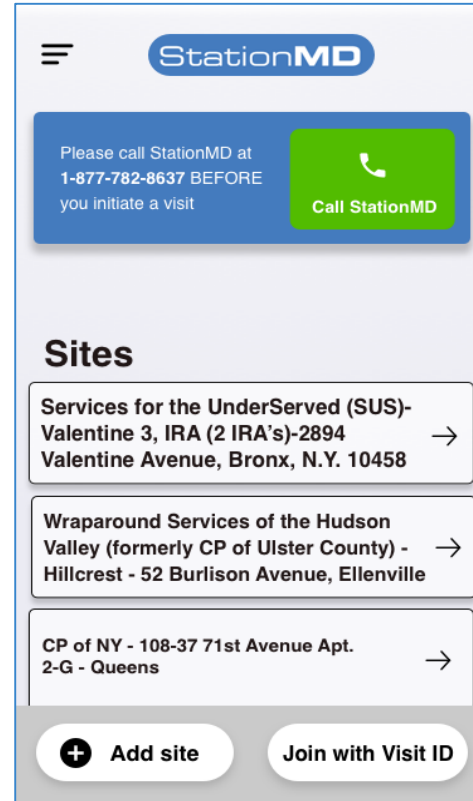
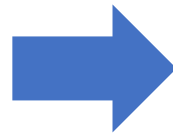
**CANCEL VISIT**

Standby – clinician will admit you when ready to see patient

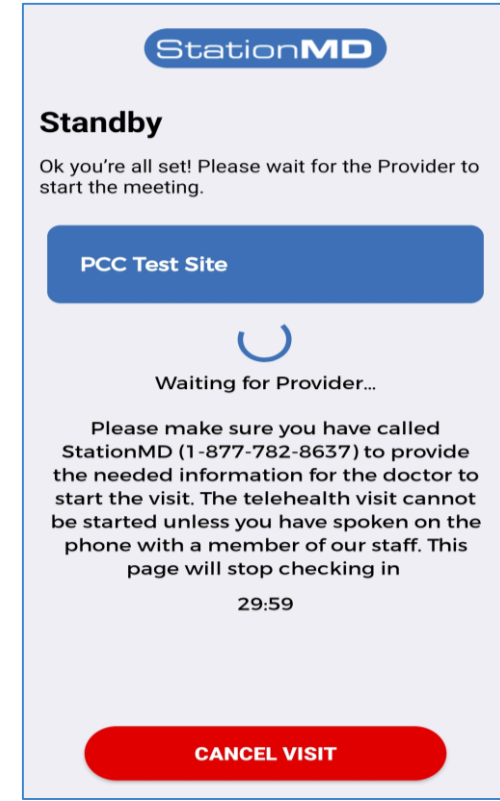
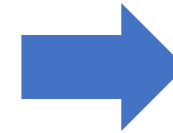
# Ongoing Use of the App



Reminder to call StationMD to initiate visit

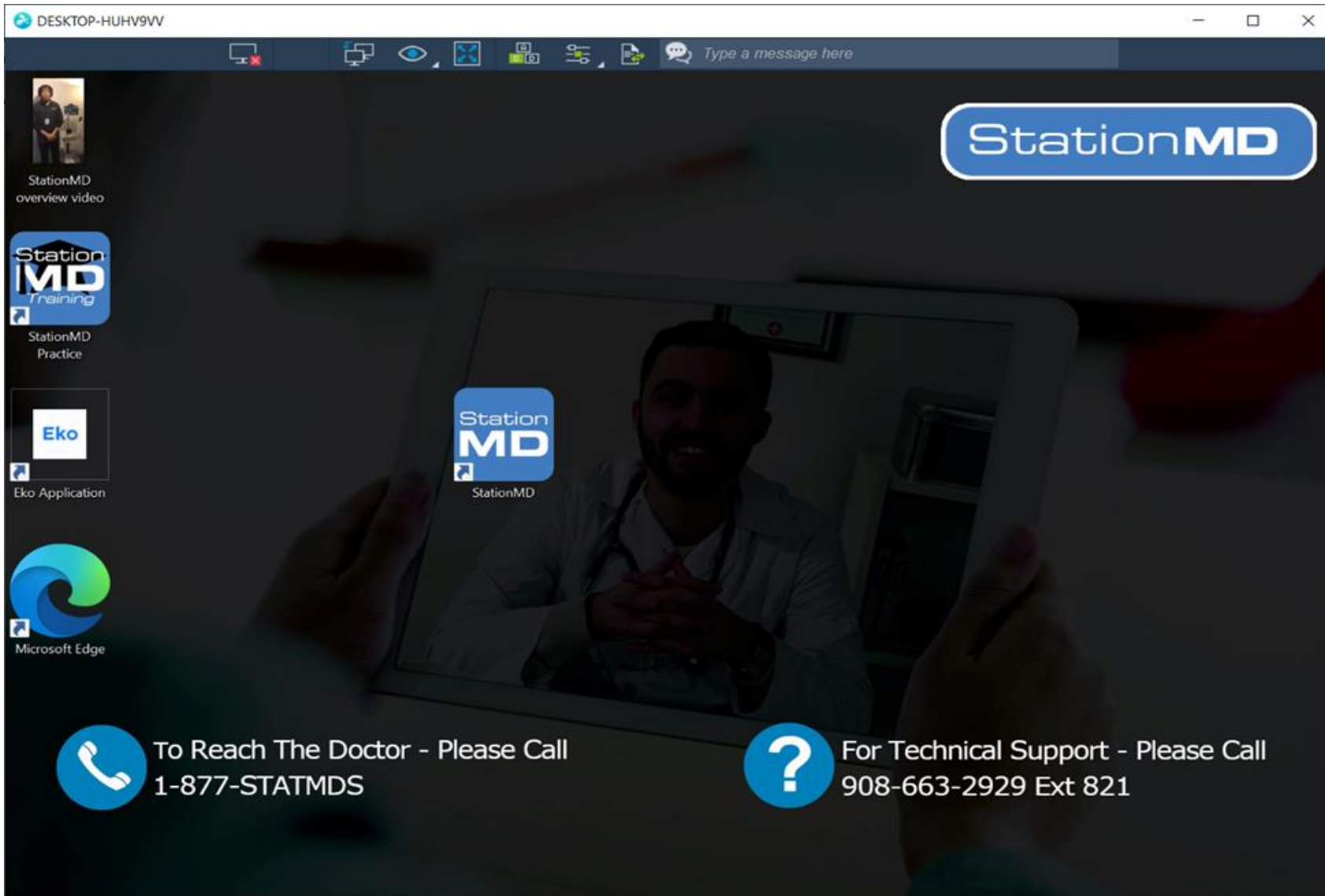


If you have multiple sites, choose location of individual



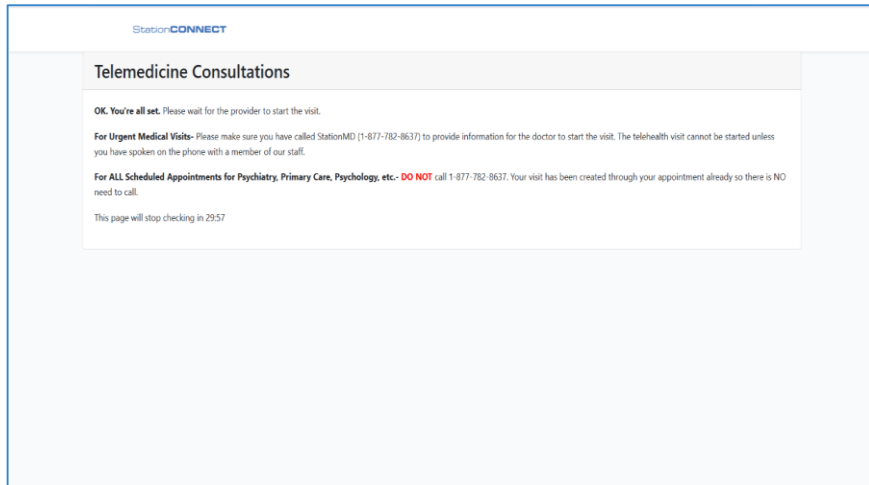
Standby – clinician will admit you when ready to see patient

# Connecting to StationMD from your tablet

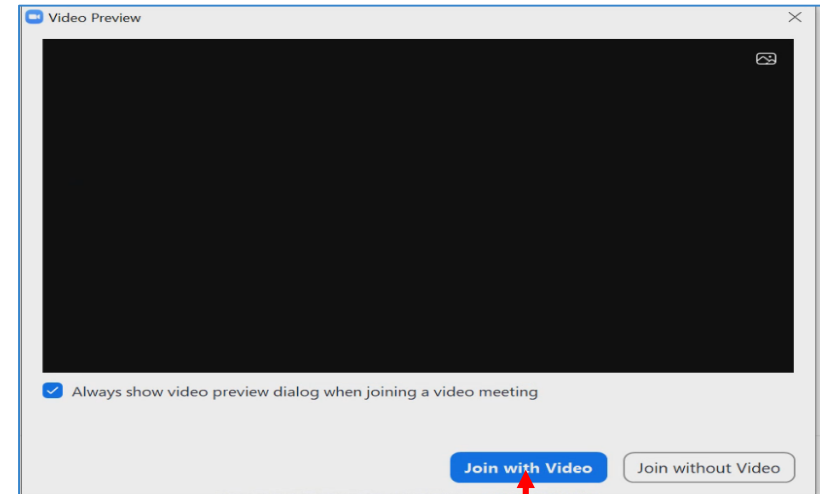


- In order to connect to the telemedicine visit, the location of individual and location of the device must match
- If you need to move a tablet, temporarily or permanently, please email [clientservices@stationmd.com](mailto:clientservices@stationmd.com)

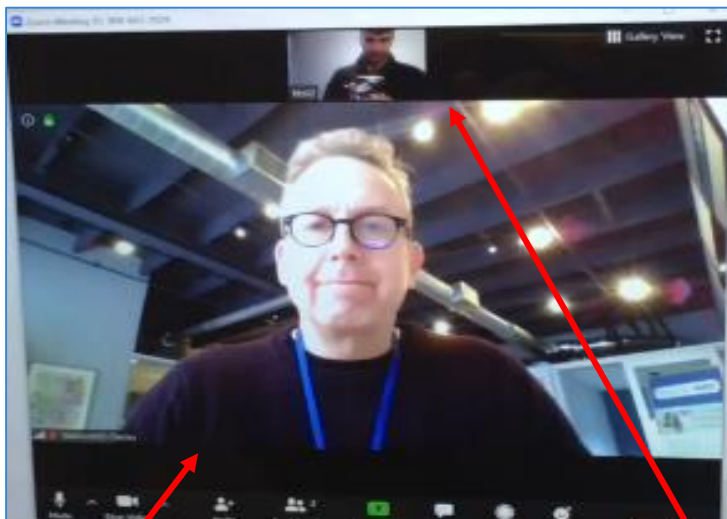
# Connecting to StationMD from your tablet



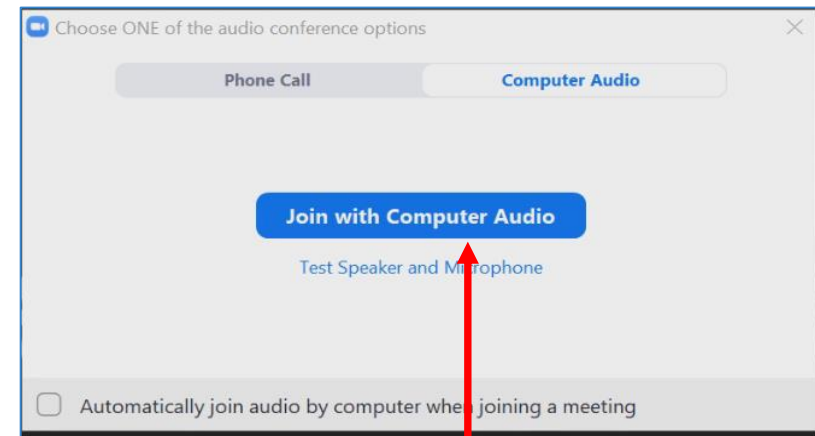
1. Waiting Room for Clinician to start visit



2. Select Join with Video



3. Clinician Person receiving care



4. Select Join with Computer Audio



# Visit Notification Email Example

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**From:** Notify StationMD

**Sent:** Monday, February 14, 2022 10:20 AM

**To:** Undisclosed Recipients <undisclosed-recipients@stationmd.com>

**Subject:** New Patient Notification

Dear Client: A StationMD physician has evaluated a patient at YOUR SITE NAME. You may log into the [StationMD Site](#) to review the record.

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Do NOT reply with questions regarding medical care. Please call the physician line at 1-877-STATMDS with any medical issues or questions including access to the physician note. For any changes with regards to these email notifications, please email [clientservices@stationmd.com](mailto:clientservices@stationmd.com).

Thank you,

The StationMD Team

[Change Notification Preferences](#)

**First time logging in?** Choose “Forgot Your Password?” on the login screen to set your initial password. Email [clientservices@stationmd.com](mailto:clientservices@stationmd.com) with any issues.

# AfterCare Team

**Our team of nurses will call the patient in a few days (if necessary)**

Discuss lab or radiology  
test result

Check in and see how the  
patient is feeling  
(if the doctor requests)

To see what happened to  
a patient we sent to ED

Was the patient  
admitted to the hospital?  
If yes, what for?

## Additional Training Options

Training is NOT required prior to making a StationMD call/visit. Staff are always available to guide you through the process. However, we recommend using the training options prior to a crisis. This way people will have better understanding of the process without being in the middle of a medical concern.



Written Instructions



Practice Sessions



Training Videos

Remote Training with  
24 hour request

Call Training Support at 908.663.2929 ext. 832 or [training@StationMD.com](mailto:training@StationMD.com) to schedule as needed training  
For any technical issues, contact Technical Support at 908.663.2929 ext. 821

# Available Educational Lectures

Password: smdeducation

## Abnormal Labs



## The Agitated Patient



## Acute Abnormal Glucose



## Falls



## Sepsis and Infections



## Wound Care



f | in |  | For Clients



# Frequently Asked Questions

## IS STATIONMD HIPAA COMPLIANT?

Yes. We use secure, HIPAA compliant technology and processes. We regularly update our processes to ensure that we meet all regulations.

## WHO PAYS FOR STATIONMD'S SERVICES?

In Missouri, StationMD is a Medicaid Waiver funded benefit. StationMD is also paid for through straight Medicaid funding. We tailor our reimbursement model to fit the needs and resources of the people we support.

## IS USING STATIONMD THE SAME AS GOING TO A PRIMARY CARE PHYSICIAN?

No. The StationMD service works with primary care physicians to improve and augment care when there are gaps in coverage or during off-hours. StationMD is not intended to replace your primary care physician.

# Frequently Asked Questions

## IS STATIONMD AN URGENT CARE SERVICE?

No, StationMD sees patients in urgent situations, but it plays a different role from urgent cares. Our clients are typically organizations, facilities, or agencies that help oversee support for individuals through which we have privileges and access to medical records. This allows our doctors to be more informed and effective in treating patients, as well as provides a process of communication and continuity of care with the patients' primary doctors.

## WHAT HAPPENS IF AN EMERGENCY ROOM (ER) VISIT IS STILL NEEDED?

There may be times when the StationMD doctor determines an ER visit is still needed to ensure the most appropriate level of care. If an ER visit is required, the StationMD physician will contact the ER designated by the client in order to provide any pertinent medical history, facilitate a more focused visit, and expedite treatment as much as possible.

# Frequently Asked Questions

## WHERE IS STATIONMD LOCATED?

StationMD is headquartered in Maplewood, New Jersey. As a provider of telehealth services, our physicians can work in remote and secure locations throughout the United States. This geographical flexibility allows us to retain the most experienced and well-qualified physicians.

## WHEN SHOULD STATIONMD BE USED?

StationMD can be contacted for any medical question or concern; from urgent medical issues such as fever, cough, moderate pains, and minor behavioral issues to non-urgent issues such as medication refills. It is better to call 9-1-1 with any issue that suggests immediate danger such as trouble breathing, unconsciousness or severe distress.





**EXCITING NEWS**

It's so exciting to know people with I/DD are on the cutting edge of the Tech First Culture.





RECOGNIZED  
PROVIDER IN  
IDD HEALTHCARE

**Accredited &  
Credentialed**



ACCREDITED

Telemedicine  
Accreditation - C2P  
Expires 01/31/2024

StationMD

StationMD



# Questions

# Mark Your Calendar



Mark your calendar now!

The next “MO DDD & You” webinar is  
scheduled for

**October 25, 2022**



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

**Thank You**