

The logo for StationMD, featuring the text "StationMD" in white on a dark blue rounded rectangular background.

**StationMD**

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

# **StationMD: Your 24/7 Access to I/DD Specialized Physicians**

Helping People with I/DD Thrive  
in the Community



# 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

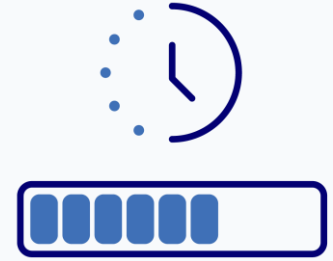




# Emergency Room Experience

For Individuals

with I/DD



## For Individuals with I/DD

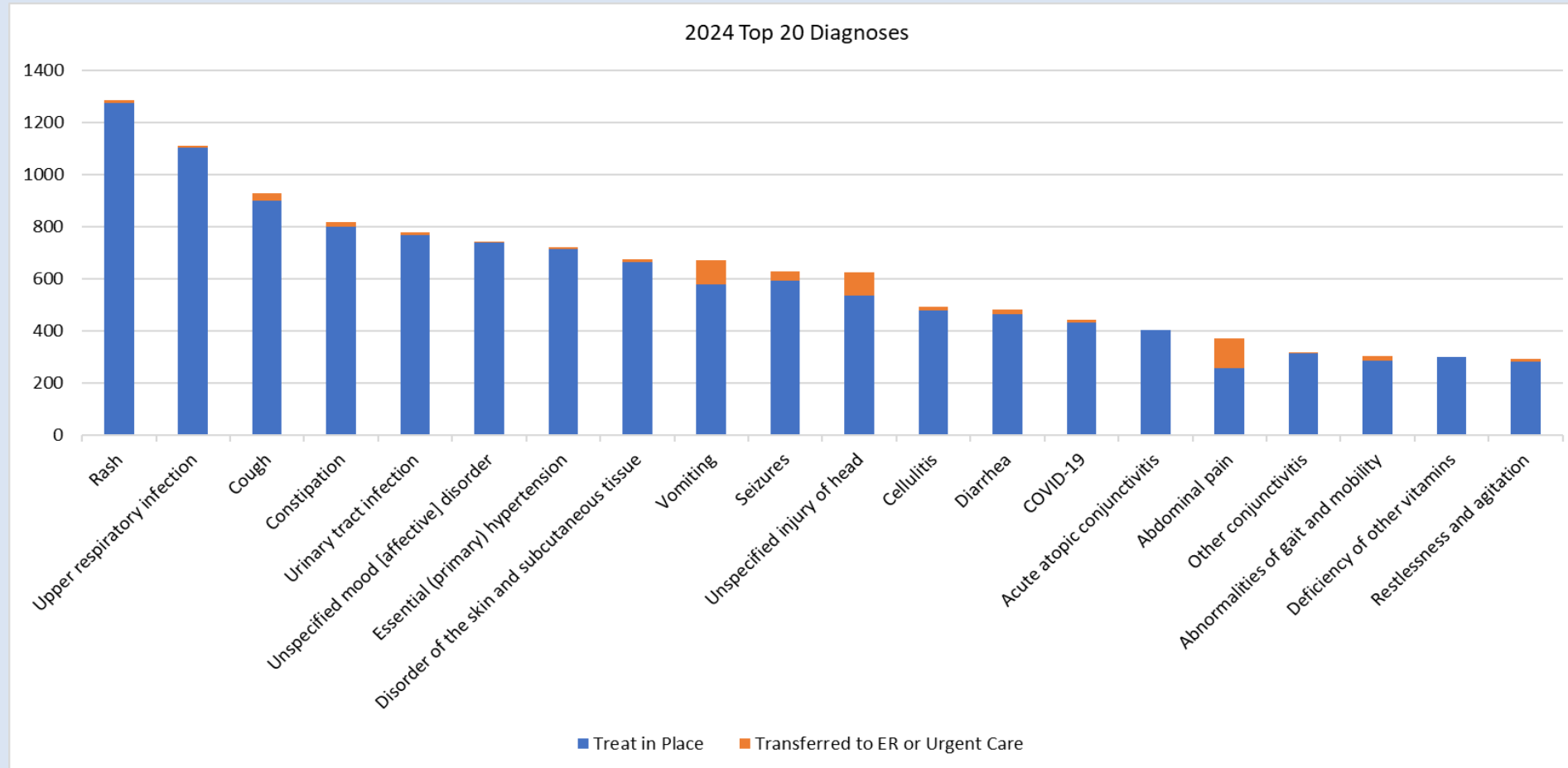
- Frightening experience
- Exposure to infection
- Disruption of routine
- Missed medication
- Trauma of transport

## For Staff & Caregivers

- Increased job/home stress
- Worsening staff shortages
- Time spent in ER
- Sleep deprivation
- Exposure to infection



# 2024 Diagnoses Treated In Place



# Benefits of Using StationMD

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

Immediate Access to  
a Specialized Clinician  
(24/7)

- 365 days a year
- Weekends/Holidays

Decrease need to  
transfer individual to  
ED or UC

Improve the lives of  
people with I/DD and  
DSPs, Nurses &  
Families



The logo for StationMD, featuring the text "StationMD" in white on a dark blue rounded rectangular background.

StationMD

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

# When to Call StationMD



# Reasons support staff call StationMD



## “Everyday” questions:

- I gave a medication at the wrong time, what do I do now?
- The person I support is almost out of seizure medication, can I get a refill?
- The person I support has a cough, could this be serious?
- The person I support has elevated blood pressure, what do I do now?



## “Potentially Serious” questions:

- Someone I support fell and hit their head, do I need to go to the ER?
- The person I support keeps vomiting, is this an emergency?
- When should I worry about a fever?
- The person I support is acting like they're in pain, how do I know if it's serious?



## StationMD Prevents the Fatal Five + Two

- Bowel obstruction
- GERD
- Aspiration
- Dehydration
- Seizures
- Sepsis
- Knowing when to act



If someone experiences symptoms of the fatal five, StationMD clinicians can:

- Provide peace of mind and help with next steps
- Early assessment and treatment before the condition becomes life-threatening
- Guide support staff on how to monitor the person for symptoms of a worsening condition or medical emergency
- Follow up to ensure the individual is getting the appropriate aftercare they need



## Behavioral Health Crisis: 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



# Scheduled Behavioral Health Services

- StationMD offers evidence-based, person-centered telepsychiatry care to reduce logistical challenges for patients, caregivers, and provider agencies. This service allows individuals to establish regular visits with an I/DD specialized psychiatrist who can help them and their support team.
- The service helps manage medication for optimal performance
- Phases out unnecessary medications
- Helps individuals reach mental health stability and maintain wellness



The logo for StationMD, featuring the text "StationMD" in white on a dark blue rounded rectangular background.

StationMD

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

# How to Call StationMD



# Equipment

- Call 1-877-STATMDS (1-877-782-8637)
- You can use any smart device
- iPhone
- Android
- iPad
- Tablet
- Laptop
  
- StationMD Navigator will guide you through the call until you connect with a Clinician

## MOBILE DEVICE / TABLET



**iPhone**



**Android**



**iPad**



**Android Tablet**

# Initiating a StationMD Visit



**Call 1-877-STATMDS  
(1-877-782-8637)**

Patient registration for the telemedicine visit:

- Patient's name and date of birth
- Patient's location
- Callback number
- Reason for call
- Vital signs

**Technical Assistant sets up  
Telemedicine Visit**

Technical Assistant will call you to help connect your device to the visit and to confirm:

- Fax number
- Current list of meds and allergies
- Pharmacy

**Start the Telemedicine Visit  
with the Provider**

Launch [StationMD Icon](#) and standby for the provider

- Join with Video
- Join with Audio



# Be Prepared

- Have the individuals Medicaid number, DOB, symptoms, Tablet/Mobile Phone.
- Have BP, temperature, and pulse ox ready (if you don't have this equipment it's okay).
- If you want to purchase these items they are available at any drug store



# No Device?

- Use waiver to meet assessed communication need
- Purchase independently
- Community programs
  - No Internet
    - Internet assistance program
    - Local funding
    - Private pay for internet
    - Community internet assistance programs



# Who Benefits from Using StationMD?



## People with I/DD

- Immediate access to doctors who understand I/DDs
- Reduces time and energy spent addressing their health needs
- Improves quality of life with better health outcomes sooner & maintained wellness longer
- Empowers individuals to thrive in their community and spend more time on activities they enjoy

## Caregivers & Support Providers

- They receive immediate access to doctors who can give guidance on any health concern
- Reduces trips to the ER or urgent care
- Offers peace-of-mind and alleviates stress
- Prevents caregiver burnout, staff shortages, turnover



# Health Administration Service

- StationMD offers a *Medical Directorship* service
- The service helps provider agency administration with I/DD-specialized health education, training, and policy expertise
- The service is by contract and is 2 hours per month or more
- The cost is \$500 per hour



# Plan information

- The plan has to have a service/support identifying Station MD as the provider. (must be an assessed need such as need to reduce unnecessary ER visits, have access to telehealth, etc.)
- The funding is the waiver.
- The frequency/duration is one unit per month.
- The waiver cost is \$34.50 per month–this covers the 24/7 availability. We bill Medicaid for the typical urgent care visit. We provide care 24/7, so call us when we can help!
- The codes for the service–Health Care Assessment are:
  - IO-AAS
  - Level One-FAS
  - SELF-SAS



# How to enroll individuals for StationMD's telehealth service through their OISP



- Provider agency staff, individual's receiving waiver services, their team members, and family members must contact the individual's SSA to identify an assessed need for the service. The SSA will work with the OISP team to add the StationMD service to the ISP.
- The SSA will get OISP and Station MD specific consent, complete the StationMD consent (assist for it to be done electronically), add a service to the OISP section and complete the cost projection tool. The service is 1 unit of health care assessment per month funded directly by their waiver.
- Once added and approved in the PAWS, the service is available 24/7. Call anytime to prevent unnecessary ER visits.
- Once the individual's enrollment is confirmed, they (or their guardian or provider agency) can start a visit with StationMD doctors anytime it's needed by calling 1-877-782-8637. An assistant will help you get set up in the app, so make sure you have medical information and your Medicaid number ready. Also be sure you have your mobile phone or tablet ready to have a visit and get the care you need!



# “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 StationMD for any major or minor healthcare concerns at:  
1-877-STATMDS  
(1-877-782-8637)



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

For additional resources on how to use StationMD:

- View these training videos:  
<https://stationmd.com/for-clients/>  
(password: *smdeducation*)



Emily Martinez  
Phone: 908-663-2929 ext. 923  
Emily.martinez@stationmd.com



**StationMD**

Telemedicine for Individuals with Intellectual  
& Developmental Disabilities

# Questions and Discussion

