



Elevate Patient Care: Seamless Telehealth Integration for Your Agencies Success!

Kaylee Graham RN
Client Engagement Executive

Founded by experienced ER Doctors

All our clinicians are trained to handle complex medical issues individuals with I/DD often face

Currently serve 22 states and approximately 38,000 individuals

We resolve over 90% of our calls without the individual leaving home setting

March 2016-June 2023

StationMD Visits by Outcome

Time Period	% Treated in Place
2016	86.4%
2017	86.0%
2018	89.1%
2019	87.2%
2020	89.0%
2021	93.3%
2022	93.0%
2023	93.4%

89.7% of StationMD Clients with IDD Are Treated in Place

Our Goals

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

Access to the Optimal Care



Decrease Healthcare Costs



Improve the lives of people with IDD and their caregivers



Services

Urgent Care

- On-demand Access to Clinicians 24/7 365 Days a Year



Behavioral Health

- Person Center Psychiatric care



Nursing Services

- Quarterly Nursing Assessments

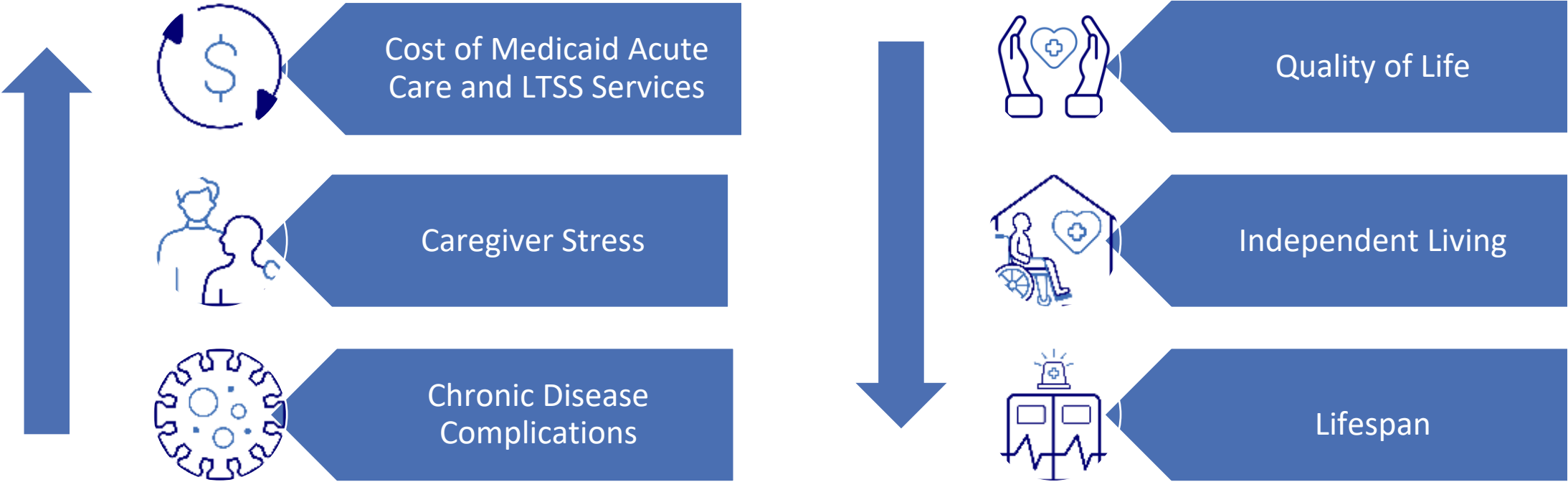


Medical Director

- Policy & Procedure Support
- Case Reviews
- Active Analysis to Promote Medical Quality



Result of Unmet Healthcare Needs in the IDD Population



The Problem

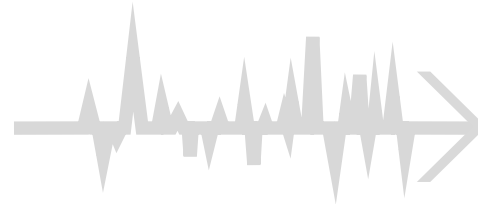
Disparities in access to health care and the quality of care have been associated with worse physical health, mental health, and a greater burden of chronic disease for people with disabilities compared to their non-disabled peers.



How Telemedicine Can Help

Barriers

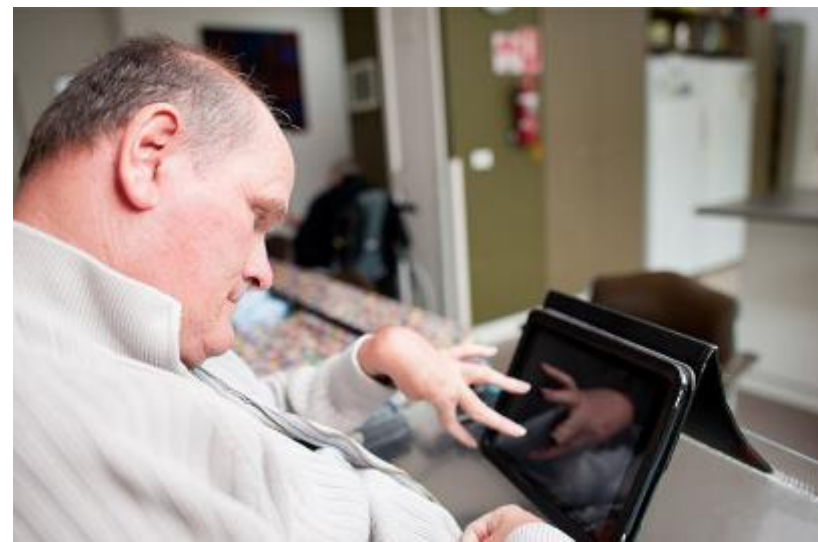
- Lack of access
- Suboptimal care for special needs
- Primary care unavailable in off hours
- Regulatory pressures



Solution

- Telehealth removes geographic impediments
- doctors with specialized I/DD training
- Provide access to medical records/database
- Personalized care provided in safety of person's own environment
- Provide availability 24 hours
- Need doctor evaluation immediately
- Provide full documentation

Causes of Frequent ER/Urgent Care Use for People with I/DD



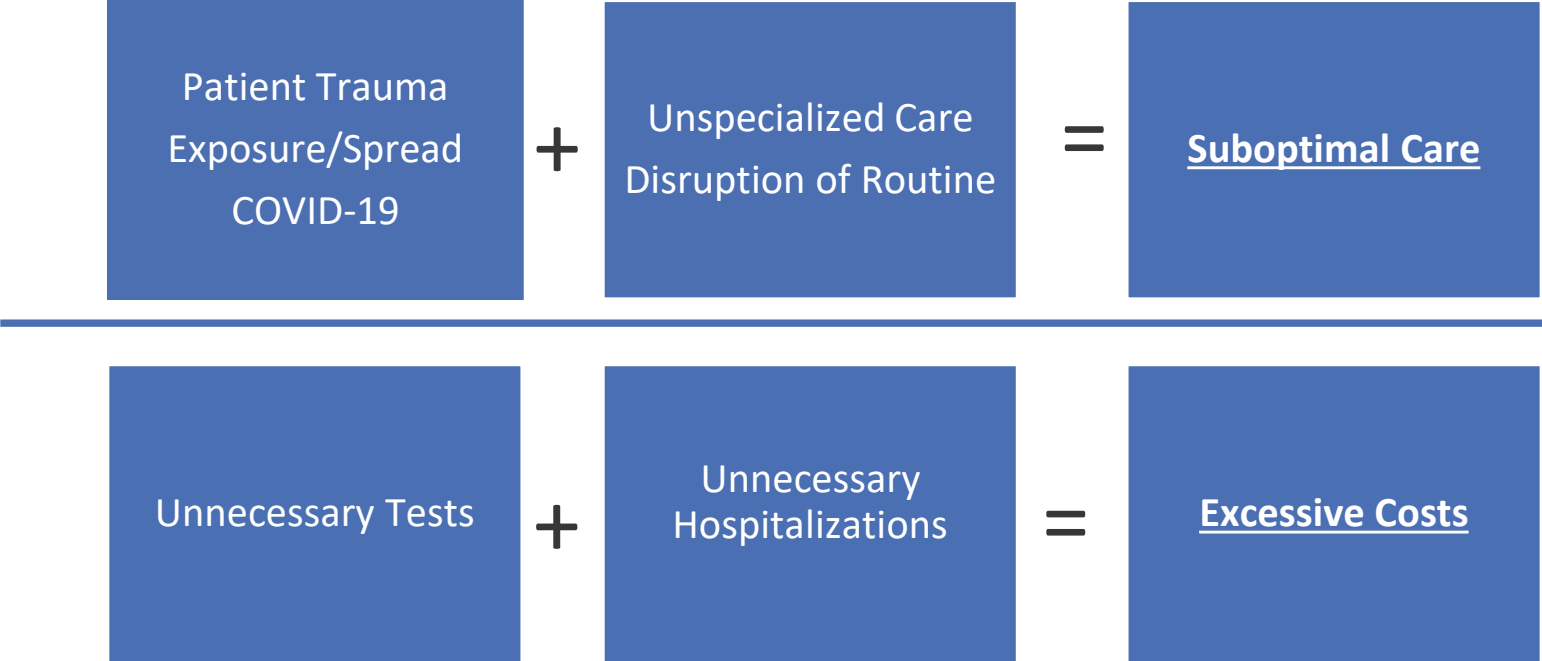
High Risk/Multiple Co-Morbidities

Lack of Access to Medical Care Otherwise

Regulatory Requirements

Primary Doctor Lacks Immediate Availability

The Problem with the ER: Expensive yet Suboptimal Care



General disruption, weeks to stabilize frightening, unnecessary admission and puts many at risk

**StationMD can be used for any non-life-threatening concern.
If it is a life-threatening emergency, call 911**



Fever, vomiting, & seasonal illness



Flu & COVID-19 symptoms



Rash



Pink eye



Falls



Urinary tract infections



Prescription refills



Physician consultations



Behavioral health crises

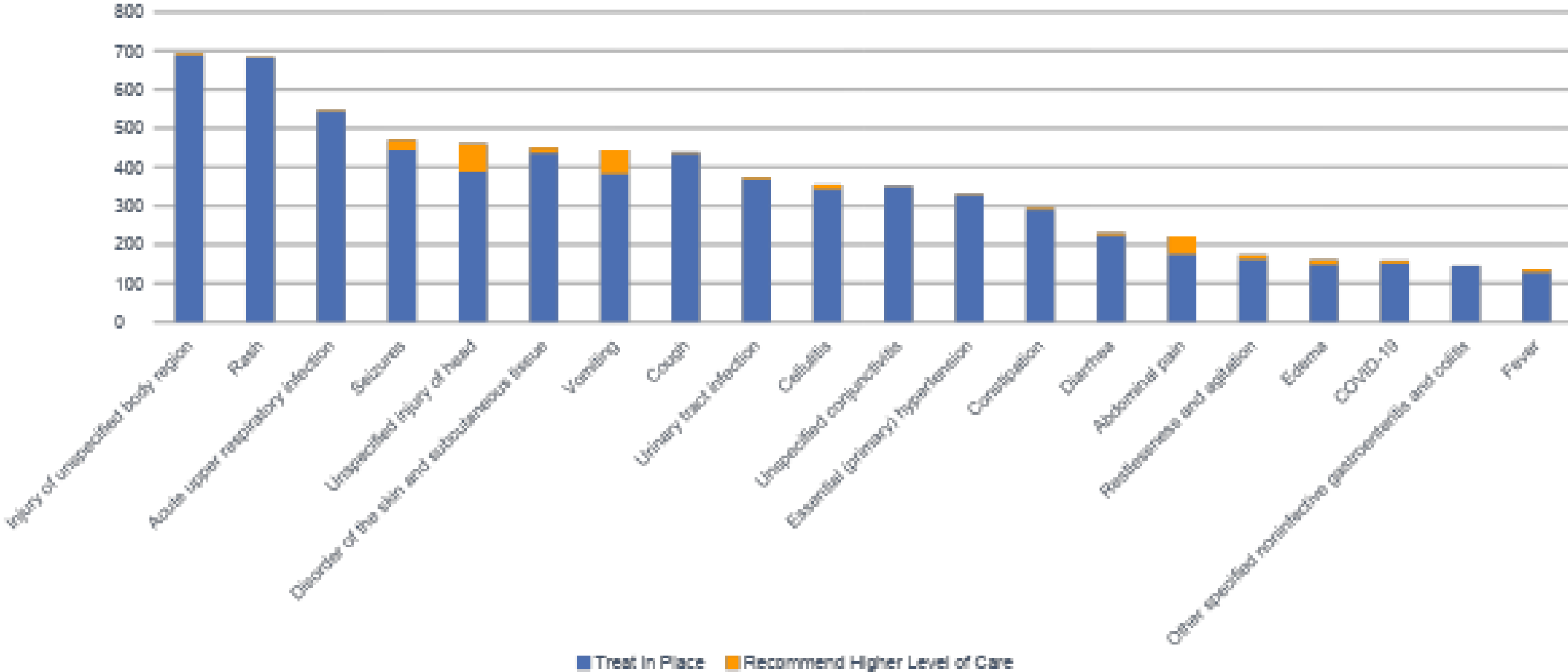


And so much more...

StationMD is not meant to replace a primary care physician.

Most calls result in avoided ER transfers across diagnoses

2023 Top 20 Diagnoses



Benefits for the Provider

Reduction in transportation costs and staffing

Cost reduction regarding on-call services

Reduction of anxiety/stress of supervisors, staffing Cord., DSP and Nurses

Reduction of adverse behaviors when healthy

Direct collaboration and care coordination with medical providers

Less ER and urgent care visits, reporting and follow-up

Customized/Person Centered HealthCare

Reduce exposure to viruses and disease

Direct collaboration and care coordination with medical providers

Benefits for the Caretaker

- Reduced exposure to viruses and illness
- Personal Engagement without taking away from other family members and/or work
- Peace of mind
- Aids with caregiver burnout
- Loved ones can age in place longer
- Reduce anxiety and stress

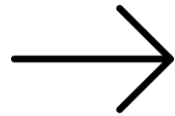
Benefits for the Individual

- Less ER & urgent care visits resulting in decreased disease exposure
- Better overall quality of care
- 24/7 365 days a year access to health care
- Doctor on demand with specialized I/DD training
- Customized/person-centered healthcare
- Decrease trauma of transport
- Reduction of trauma and anxiety

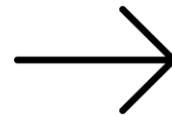
To Start a StationMD Telemedicine Visit:



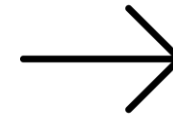
Call 1-877-
STATMDS



The receptionist
will collect
patient
information



Our technical
assistant with
help you connect



A StationMD
clinician will join
you



More Than Just Telemedicine

Documentation Follow up

EHR

StationConnect is StationMD's own electronic health record system. It houses patient information such as medical history, medications, diagnoses, and past visit documentation. It is used by our clinical team during patient encounters, and by designated client contacts for self-service access to visit data and information.



Ways to retrieve health records

- Electronic Medical Record
- Secure Fax
- Secure Email
- Agency Access to EHR

After Care Team

Our team of nurses may call back in a few days to:

Discuss lab or radiology
test result



Check-in and see how the
person is feeling



Follow up on any ER visits
or hospital admission

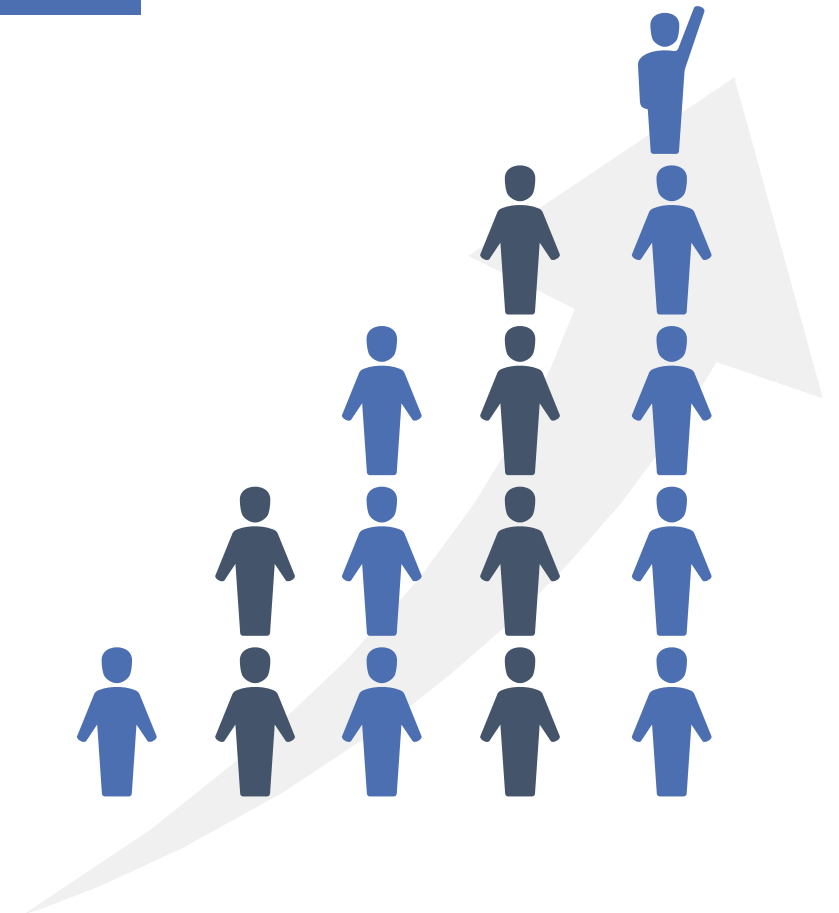


Reporting/Data Analysis

Comprehensive reporting package is key to analyze trends

Monthly data by site

- Number of visits/calls by
 - Hour of Day
 - Day of Week
 - Outcome i.e. observe, transfer, etc.
 - Diagnosis



Telemedicine Users Satisfaction IDD-Specific



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

Star Plus Partnerships

- Molina
- Superior
- United





What's Need to Get Started

Getting Started



Discovery



Implementation



Launch



Training Options

Training is **NOT** required prior to making a call. A StationMD Technical Assistant will guide you through the process at the start of each visit.

We have various training offerings available to you:

Training Videos

- Using our Mobile App

Training Presentations

- Agency Level Overview
- Group Home Level Overview

Practice Sessions

- Scheduled by request!

For any technical issues, contact Technical Support at 908-663-2929 ext. 821 or techsupport@stationmd.com



Discussion and Questions