StationMD

TELEHEALTH: THE NEW FRONTIER



Helping to Achieve Superior Care for Iowans with IDD

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

- Founded by emergency room doctors
- Specially focused / trained on vulnerable populations such as those with I/DD and Behavioral Health challenges
- 22 states, 34,000 lives covered



Committed to Pioneering Advancements for Individuals with I/DD

Proud members/sponsors of:

Featured speakers across the country

- 2021, 2022 i2i Conference
- MHPA 2021 Conference
- NASDDDS 2021 Mid-year Conference
- 2019, 2021 AAIDD Conference
- 2019, 2021, 2022 AADMD Conference
- 2021, 2022 DDNA Conference
- New York Alliance for Inclusion & Innovation 2021
- ACCSES Winter Summit 2020
- Washington DC Coalition of Direct Service Providers 2020
- Home and Community-Based Services 2020
- INARF Virtual Conference 2019
- Tennessee DIDD Enabling Tech Conference 2019
- 25th Annual Case Management Conference 2019
- CP of NYS Annual Conference 2019 and 2020

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





How can individuals with I/DD access personalized care in a non-disruptive and stable environment?

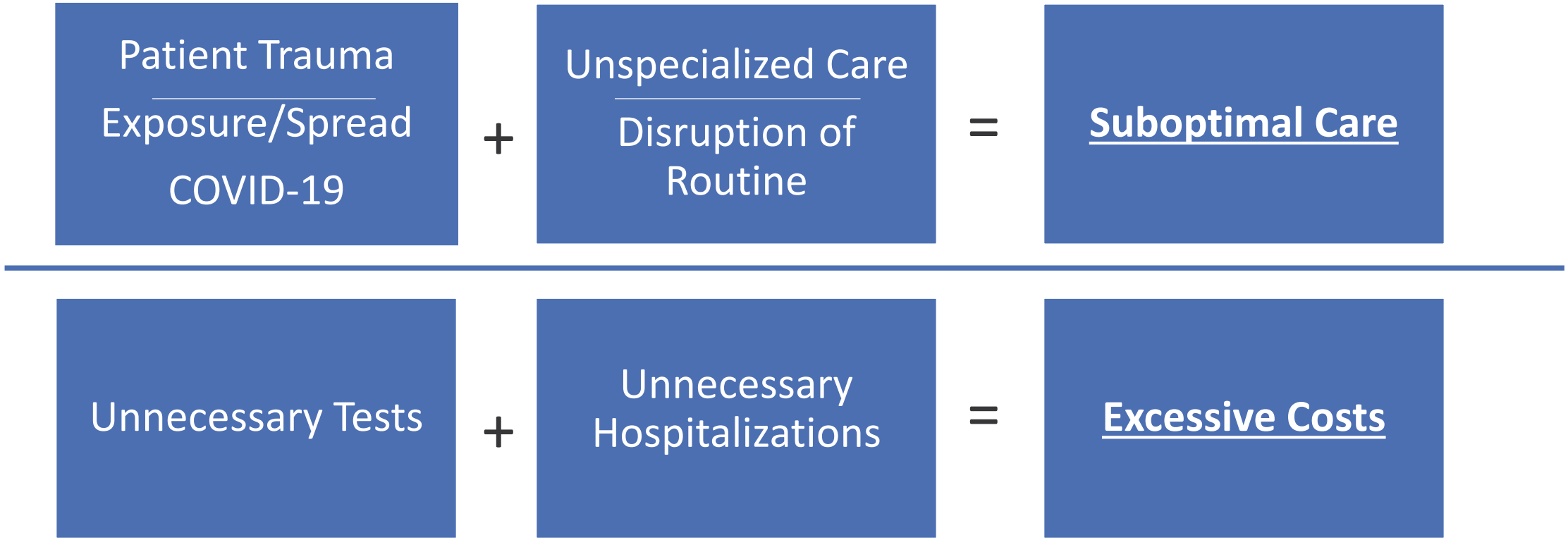
ER Experience for Individuals with I/DD



- **Frightening for individuals with I/DD**
- **Trauma of transport**
- **Exposure to infection—COVID 19**
- **Disruption of routine**
- **Missed medication**

General disruption, weeks to stabilize and puts many at risk

The Problem with the ER: Expensive yet Suboptimal Care



Telemedicine is here to stay

Health

Telehealth Has Radically Changed the Way We Go to the Doctor—and We Have the Pandemic to Thank for That

USA TODAY

The pandemic ushered in a 'new era of medicine': These telehealth trends are likely here to stay

SLATE

Telehealth Has Been Good in the Pandemic. It Could Be Great Long Term.

AMA

Congress must ensure telehealth access after pandemic's over

We cannot lose sight of the *importance* of telehealth for more vulnerable populations, such as those with I/DD

How Telemedicine Can Help

Problem

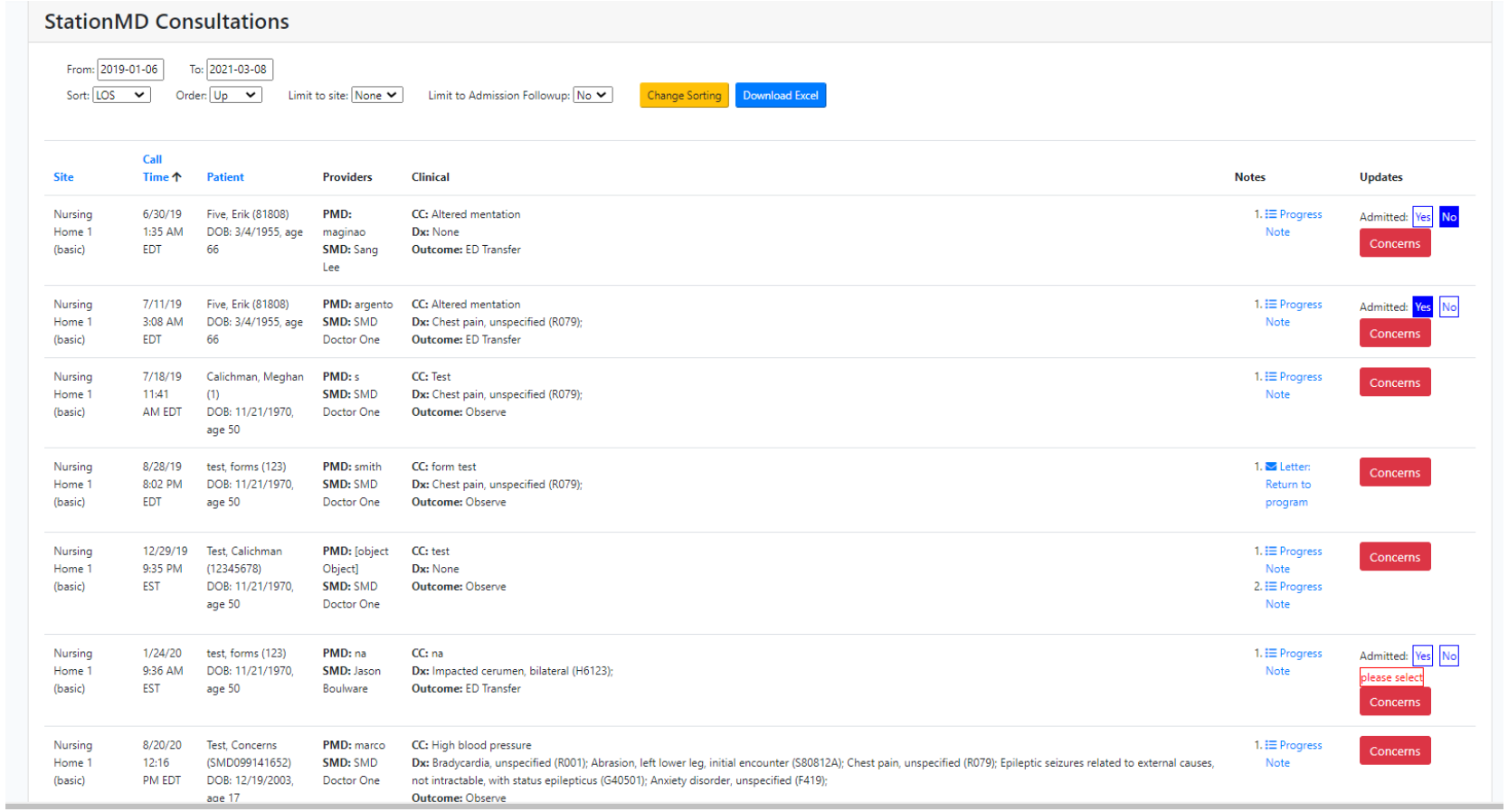
- Lack of access
- Suboptimal care for special needs
- Primary care unavailable in off hours
- Regulatory pressures

Solution

- Telehealth removes geographic impediments
- Connect to 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

StationConnect Platform

- 24/7 Client Portal Access
- Data Access
- HIPAA Compliant Care Coordination
- Electronic Health Record



StationMD Consultations

From: 2019-01-06 To: 2021-03-08

Sort: LOS Order: Up Limit to site: None Limit to Admission Followup: No Change Sorting Download Excel

Site	Call Time	Patient	Providers	Clinical	Notes	Updates
Nursing Home 1 (basic)	6/30/19 1:35 AM EDT	Five, Erik (81808) DOB: 3/4/1955, age 66	**PMD:** maginao **SMD:** Sang Lee	**CC:** Altered mentation **Dx:** None **Outcome:** ED Transfer	1. Progress Note	Admitted: Yes No Concerns
Nursing Home 1 (basic)	7/11/19 3:08 AM EDT	Five, Erik (81808) DOB: 3/4/1955, age 66	**PMD:** argento **SMD:** SMD Doctor One	**CC:** Altered mentation **Dx:** Chest pain, unspecified (R079); **Outcome:** ED Transfer	1. Progress Note	Admitted: Yes No Concerns
Nursing Home 1 (basic)	7/18/19 11:41 AM EDT	Calichman, Meghan (1) DOB: 11/21/1970, age 50	**PMD:** s **SMD:** SMD Doctor One	**CC:** Test **Dx:** Chest pain, unspecified (R079); **Outcome:** Observe	1. Progress Note	Concerns
Nursing Home 1 (basic)	8/28/19 8:02 PM EDT	test, forms (123) DOB: 11/21/1970, age 50	**PMD:** smith **SMD:** SMD Doctor One	**CC:** form test **Dx:** Chest pain, unspecified (R079); **Outcome:** Observe	1. Letter: Return to program	Concerns
Nursing Home 1 (basic)	12/29/19 9:35 PM EST	Test, Calichman (12345678) DOB: 11/21/1970, age 50	**PMD:** [object Object] **SMD:** SMD Doctor One	**CC:** test **Dx:** None **Outcome:** Observe	1. Progress Note 2. Progress Note	Concerns
Nursing Home 1 (basic)	1/24/20 9:36 AM EST	test, forms (123) DOB: 11/21/1970, age 50	**PMD:** na **SMD:** Jason Boulware	**CC:** na **Dx:** Impacted cerumen, bilateral (H6123); **Outcome:** ED Transfer	1. Progress Note	Admitted: Yes No please select Concerns
Nursing Home 1 (basic)	8/20/20 12:16 PM EDT	Test, Concerns (SMD099141652) DOB: 12/19/2003, age 17	**PMD:** marco **SMD:** SMD Doctor One	**CC:** High blood pressure **Dx:** Bradycardia, unspecified (R001); Abrasion, left lower leg, initial encounter (S80812A); Chest pain, unspecified (R079); Epileptic seizures related to external causes, not intractable, with status epilepticus (G40501); Anxiety disorder, unspecified (F419); **Outcome:** Observe	1. Progress Note	Concerns

Other Typical Cases (not always emergent!)

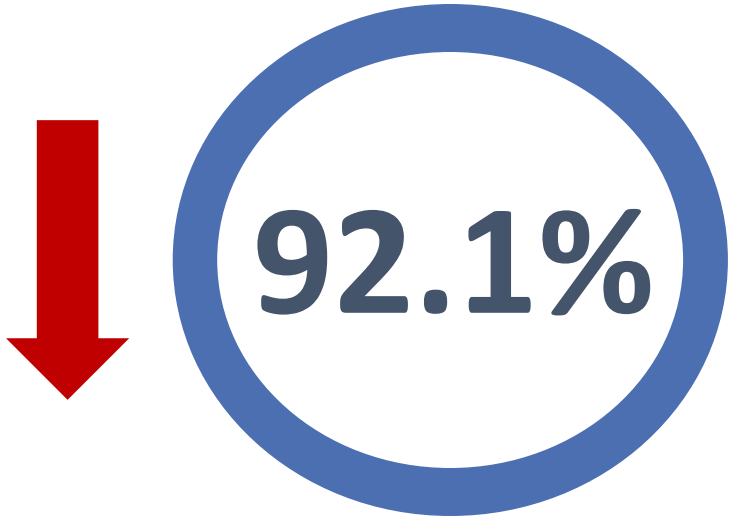
- Medication refill
- Medical question/ medication reconciliation
- Behavior change
- Constipation

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Clinical and Economic Outcomes



Proven Outcomes

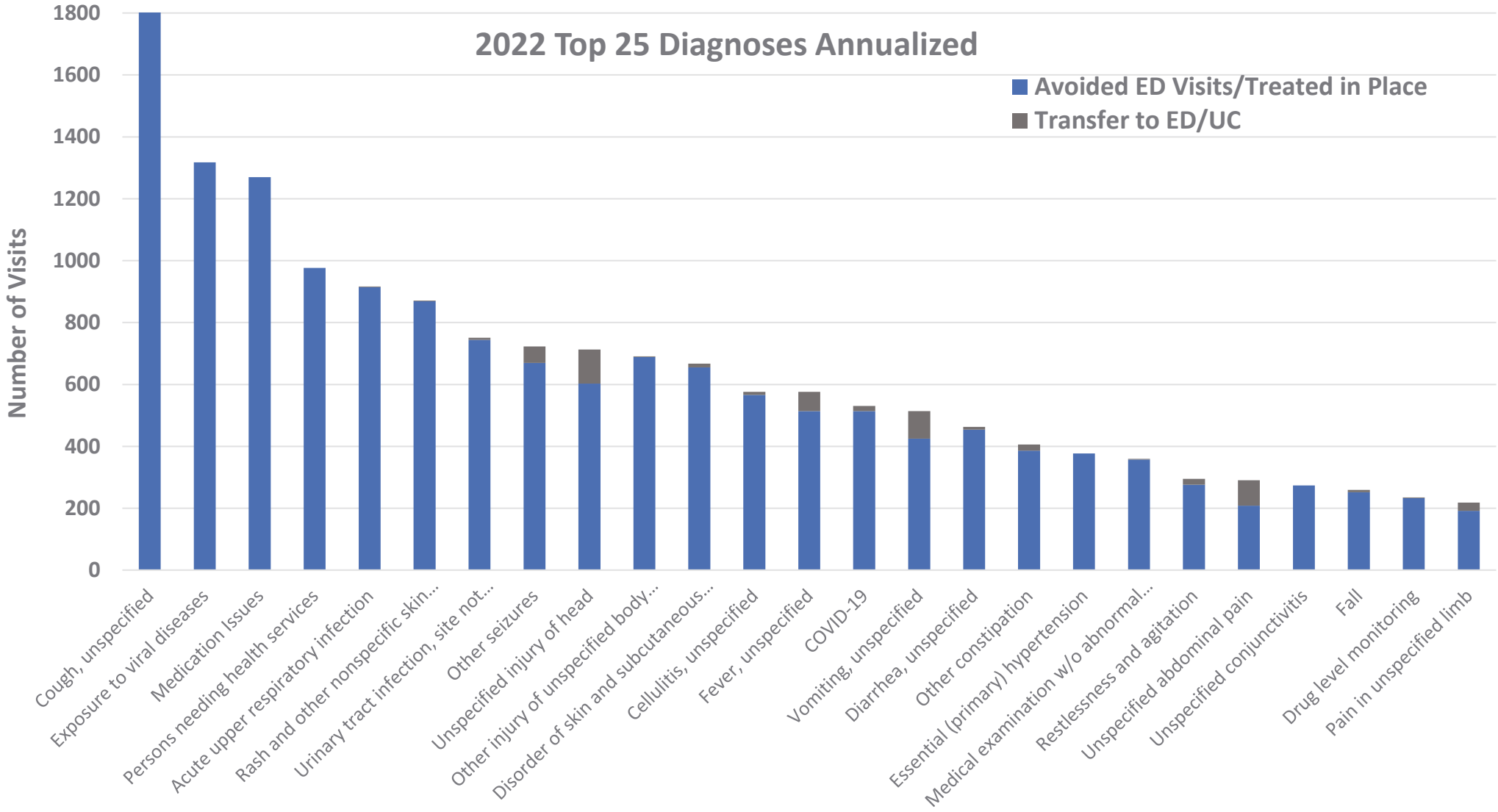


Data from all clients shows an average 89.2% treat in place rate reducing ER and Urgent Care transfers

March 2016-June 2022	
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	93.6%

89.2% of StationMD Clients with IDD Are Treated in Place

Most calls result in avoided ER transfers across diagnoses



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

Pennsylvania Provider Agency Telemedicine Partnership with StationMD

- May 2021, agency launched a telehealth pilot in 22 residences
- 55 telemedicine visits were logged in 7 months
- 87% of patients were treated in place avoiding unnecessary transfer to the ER
- Avoided 32 unnecessary ER visits and 25 urgent care visits
- Achieved a cost savings of $49,000 in 7 months (an estimated $82,000 annually)
- Expanded service to all 40 residences following success of the pilot

New York Provider Agency Telemedicine Partnership with StationMD

- November 2020, agency launched telehealth pilot in 28 of its 42 residences, prioritizing services for the most medically frail and chronically ill
- Conducted 174 StationMD medical consultations in 6 months
- 157 (or ~90%) were treated without transfer to the ER
- August 2020, agency expanded service to all 42 homes and 240 people based on pilot success
- Achieved a total cost savings of $15,000 over 6 months and $30,000 annually