



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)



StationMD is a STAT Waiver Service

STAT (Specialty Telehealth and Assessment Team)

What is a STAT Service?

24/7 access to a physician 365 days/year who triage and evaluate medical conditions as needed

Specialized physicians with extensive education and experience with the I/DD population

If patient requires immediate in person care after physician assessment, warm handoff to ER or another provider

Aftercare program with nursing follow up to discuss test results and complete clinical check-ins

Technical ability to interface with patient's medical records if available

Technical assistant facilitates every encounter

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

High-risk/multiple comorbidities

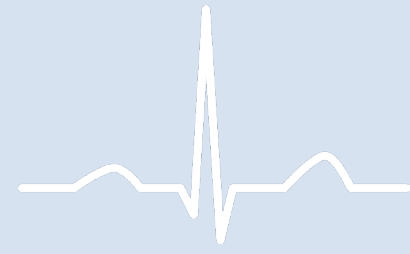
Lack of access to medical care otherwise

Regulatory requirements

Primary doctor lacks immediate availability

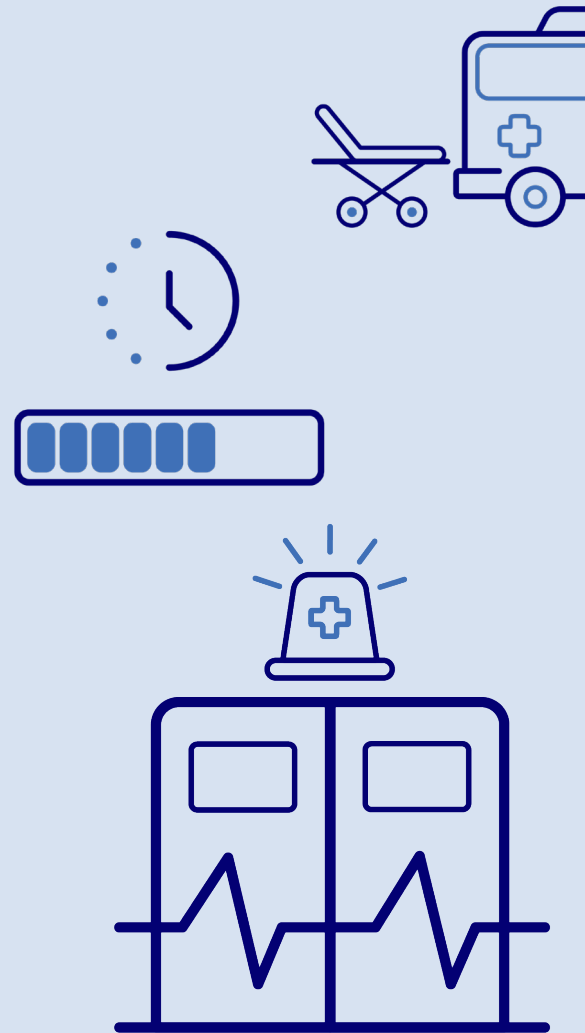


Emergency Room Experience



For Individuals with I/DD

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



For Staff & Caregivers

- 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?



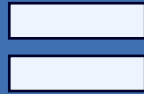
“Potentially Serious” questions:

- 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?

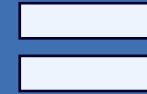


Why is StationMD important?

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



Who Benefits from Using StationMD?



People with I/DD

- They receive 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, abuse, and neglect

Provider Agencies, Administrative Entity, Supports Coordinators

- Expands options for people who need more I/DD-specialized healthcare
- Reduces critical incident reports and helps prevent gaps in care that lead to abuse and neglect
- Offers more choice and person-centered services to people supported



Step-by-Step Process



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

- Contact Supports Coordinator for that individual who is enrolled in eligible waivers
 - Consolidated Waiver, Community Living Waiver, and PA Person/Family Directed Support (P/FDS) Waiver
- StationMD is an approved provider of the **STAT** service in Pennsylvania
- Supports Coordinator will work with provider agencies, caregivers, and individuals to add service to ISP
- Procedure code is **W7032** in HCSIS
- Once added to the ISP, StationMD may be accessed 24/7
- \$55 = 1 unit (1 month) = Unlimited Calls

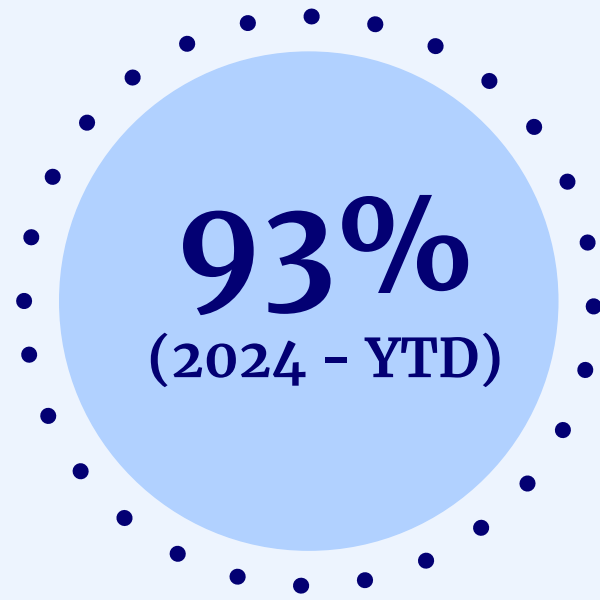




StationMD

Clinical and Economic Outcomes

Proven Outcomes



2024 YTD data from all clients shows an average 93% treat in place rate reducing ED and Urgent Care transfers

March 2016 - December 2023

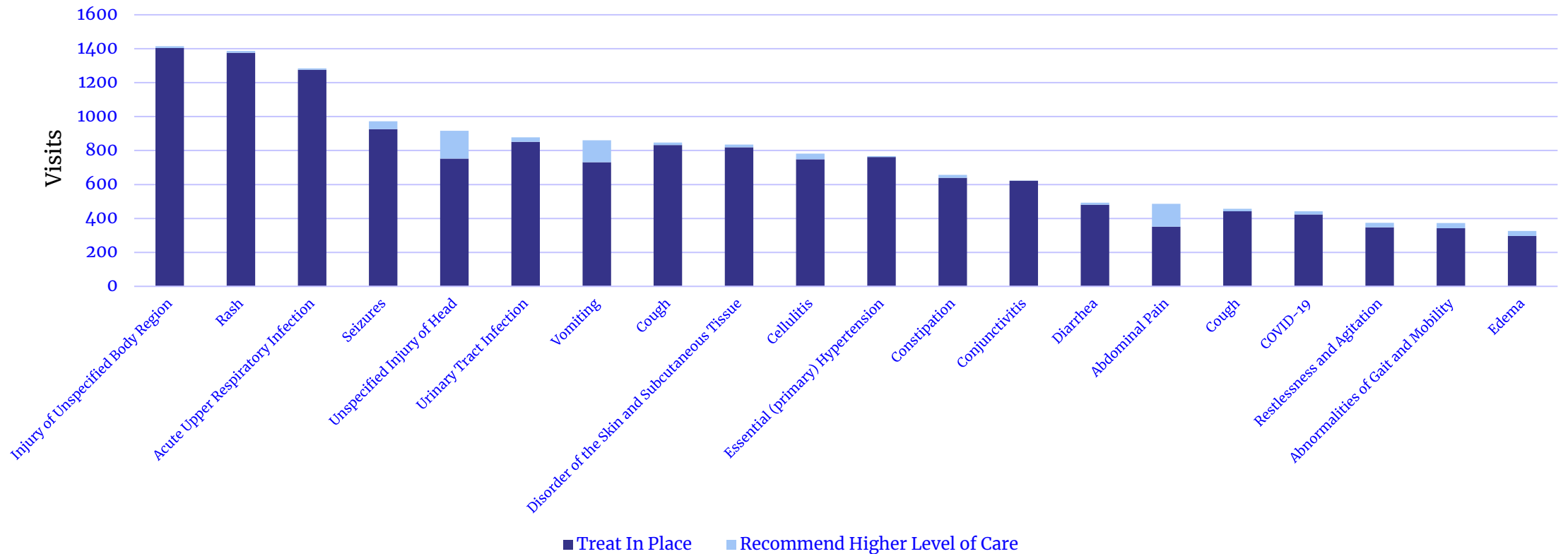
StationMD Visits by Outcome

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	93.0%

Reducing ED Utilization Reduces Admissions

Most Calls Result in Avoided ER Transfers Across Diagnoses

Top Diagnoses of 2023



Questions?

- Geoff Musti, PT, DPT, GCS

- Director of Strategic Accounts

- Geoffrey.Musti@StationMD.com

- Drew Simonik, PTA

- Member Relations Specialist

- Andrew.Simonik@StationMD.com

