



StationMD FAQs

Who is StationMD?

StationMD is a healthcare company that has IDD trained physicians to provide telemedicine and deliver urgent medical care and behavioral health services specifically to people with intellectual and developmental disabilities (I/DD). StationMD physicians provide episodic care at times in which the individual served cannot timely see their PCP or other specialist.

People with I/DD often have complex health conditions that make them more susceptible to injury and illness. Because of these unique health needs, they need access to a doctor who's more familiar and skilled at treating someone with a host of comorbidities than your average urgent care doctor. All StationMD doctors are board-certified and specially trained to manage care for people with I/DD.

In a situation where an individual has an urgent medical matter and can't get an appointment with their regular doctor, they or their caretaker can reach out to StationMD 24/7 and request to see a doctor. Within minutes, a StationMD doctor is available for a virtual consultation. This helps the individual avoid unnecessary trips to the emergency room or urgent care, and it eliminates millions of dollars spent going to and using the ER for minor medical matters.

StationMD is based in Maplewood, NJ, and currently serves 30,000+ individuals across 20 states and DC. In 2021, out of nearly 25,000 patient encounters, the "treat in place" rate was 93%. This means our doctors were able to resolve the patient's medical concern and avert the need to travel to the ER or urgent care 93% of the time.

While StationMD can be used for primary care if needed, it does not replace an individual's primary care physician if they have one they prefer.

Who uses StationMD and why?

StationMD cares for individuals with I/DD who urgently need to see a doctor for a non-life-threatening medical matter, like a fever, rash, vomiting, a seizure, COVID-19 symptoms. They may need a medication refill or have a medical question, or they may be experiencing a behavioral health crisis.

Since many people with I/DD rely on family members to oversee their care, or they live at a home where direct support professionals (DSPs) oversee their care, StationMD is a first-line resource for caretakers as well. Often times caretakers have no medical training, so being able to access a doctor immediately helps prevent minor medical matters from escalating into something more serious.

Additionally, it's often physically impossible for a caretaker or DSP to take an individual out to the doctor because expensive specialty transportation is required for someone in a wheelchair, or the DSP is caring for multiple individuals at once and can't leave the others for hours to go to the ER. Other times aging parents are caring for an adult child with special needs and leaving home is too overwhelming.

StationMD brings a specialized doctor upstream to the individual in minutes and treats them no matter where in the country they are located. This eliminates multiple barriers to medical care for an individual with I/DD and anyone who may be overseeing their care.

What makes StationMD different from any other telemedicine practice?

StationMD is the only telemedicine practice that we know of in America focused specifically on treating the I/DD population.

StationMD's four co-founding ER doctors established the practice in 2016 because they witnessed the health system repeatedly failing individuals with I/DD. They realized that if they used telemedicine to bring a specialized doctor to individuals in their home setting, they could eliminate many of the systemic problems with healthcare and improve the quality of care. Health outcomes data to date indicates this is indeed the case.

How has StationMD prevented COVID-19 infection and death among people with I/DD?

According to a March 2021 study in the [New England Journal of Medicine Catalyst](#), having an intellectual disability is the highest risk factors other than age for COVID-19 mortality. The chances of dying from COVID-19 are higher for those with an intellectual disability than they are for people with congestive heart failure, kidney disease or lung disease.

People with I/DD often have complex health conditions like diabetes, cardio-pulmonary irregularities, seizures and a host of other comorbidities that make them more susceptible to illness.

During the pandemic, there are additional challenges that threaten their safety. People with I/DD often live in congregate care settings and rely on others to assist them with their daily activities. They may not be able to follow all COVID-19 safety protocols such as proper masking, social distancing, or routine handwashing.

So the impact of StationMD extends beyond cost-savings and convenience. Creating another means of healthcare access has literally saved the lives of thousands of individuals with I/DD, their direct support professionals and families during this time.

While COVID-19 has been a catalyst for growth and expansion, specialized telemedicine addresses the regular medical concerns people with I/DD encounter on any given day, which simultaneously tackles health access and health equity issues at the same time.

What are StationMD's recent accomplishments?

Case Study: StationMD partnership with Partners Health Plan (PHP)—June 2021

[PHP](#) is a managed care organization dedicated solely to providing support and services to 1,750 individuals with I/DD in the New York downstate region. PHP currently has approximately 1,100 members who have access to the StationMD telehealth technology.

A 12-month partnership demonstrated:

- Of the approximately 1,100 PHP members who have access to the StationMD' telehealth service, there were 679 calls to StationMD.
- StationMD was able to resolve **90% of patients'** medical matters virtually.
- Over 12 months, the specialized service allowed:
 - PHP to avoid spending up to **\$2.2 million** in ER and hospitalization costs
 - PHP to avoid spending up to **\$20,800** in transportation costs

- A savings of up to **\$1,900** per member on medical cost

Are there any risks to using StationMD?

There are more risks to *not* using StationMD.

StationMD does not replace an individual's primary care physician, unless they want that. It is intended to improve access to urgent medical care. By having 24/7 access to a doctor for non-life-threatening matters, minor medical matters can be treated before they escalate to a major issue.

Once an individual is enrolled to use StationMD, they can reach a StationMD doctor anytime they need, 24/7. If StationMD determines an individual physically needs to see a doctor, they coordinate with local emergency departments to prepare for their arrival and coordinate with the patient's primary care physician to ensure continuity of care.

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.

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.

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.

Visit us at StationMD.com to learn more.