

7/10/20

## StationMD

The **StationMD Mobile App** will be releasing an update on *Friday, July 10<sup>th</sup>* to the Apple and Google Play stores. StationMD does not have any control over when they choose to send out the updates for App's from the individual stores, but we anticipate the updates will be available to users sometime **Saturday, July 11<sup>th</sup> or Sunday, July 12<sup>th</sup>**. The StationMD App will mostly look and function the same with a few exceptions noted below:

- After updating the App, users will be prompted to add a new passcode. This passcode is now site specific. It will be provided to the App user when a call is made for a medical issue or question, so **there is no need to obtain the code prior to using StationMD services**. The StationMD answering service or member of the navigator team will provide the code during your call.
- Staff who work at multiple sites will have multiple registrations for the App associated with each site and will be given new codes for each site. They will then have the option within the App to select the site they are calling about when connecting for each video exam.
- For most users, the StationMD App will automatically update like any other App on your device. Please encourage individuals/family/staff to update the StationMD App when prompted and the update is available. For reference, click [here](#) on how to download/use the App if individuals/family/staff haven't done so already.

There will also be a **Client Service Update**. StationMD has created a simple way to send updates with regards to adding/deleting users who receive StationConnect notifications or reports as well as any updates to site information. For any of these changes just mentioned, please email us at [clientservices@stationmd.com](mailto:clientservices@stationmd.com) with updates.

Click [here](#) for more information on how to access and use StationMD service. To schedule training or coordinate training needs, reach out directly to [training@stationmd.com](mailto:training@stationmd.com). For questions or concerns about StationMD service or the changes listed above, please email [MO-DMH@stationmd.com](mailto:MO-DMH@stationmd.com) or call 1-908-663-2929 ext. 830.