Improving lives **THROUGH** supports and services **THAT FOSTER** self-determination.

Resources for Managing COVID-19

Presented by:
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Clinical Coordinator
Division of Developmental Disabilities

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Overview

- This presentation will discuss options for health care and COVID-19 testing options.

DURING THIS TIME OF UNPRECEDENTED DEMAND ON HOSPITALS
KNOW WHERE TO GET YOUR CARE

MILD OR MODERATE SYMPTOMS:
- Fever
- Cough
- Tiredness
- Sore throat
- Runny nose
- Loss of taste or smell
- Headache

GO TO
PRIMARY CARE DOCTOR
URGENT CARE
VIRTUAL CARE

SEVERE SYMPTOMS:
- Shortness of breath/difficulty breathing
- Chest pain
- Loss of speech or mobility
- Confusion
- High fever

GO TO
THE CLOSEST EMERGENCY ROOM

Check your local pharmacy for at-home COVID-19 tests, order 4 free tests from the federal government or purchase from an online retailer.
For additional testing options, visit https://bit.ly/MOCOVIDTestSites

Emergency rooms are not the most efficient testing option.
If your symptoms are not severe, use an alternate testing location.

Virtual Care Option

How To Access?

For individuals currently accessing this service through StationMD, the Division of DD will provide notification to their Support Coordinators (SC) to discuss authorizing the waiver service in their Individual Support Plan (ISP). The service will continue as the UR approval process is completed.

There are options

For Individuals Not Currently Accessing This Service:

- Individuals and their caregivers can directly contact StationMD as the need for health assessment and coordination arises. StationMD will provide the service and then notify the Division of DD. The Division of DD will notify the SC supervisor and the SC to add the waiver authorization to the individual's ISP.

⚇ Individuals, families and guardians can call their Support Coordinator and request the new service in their ISP.

For Individuals Not Currently Accessing This Service:

- Individuals and teams can discuss at their next annual ISP meeting, or initial ISP meeting for new waiver individuals. For those individuals currently in the waiver who choose to utilize the Health Assessment and Coordination service, the service will be authorized prior to March 1, 2022. An ISP amendment may need to be completed if their annual ISP meeting falls later in the year.

Service Coordinators' Role

Appendix: Division of Developmental Disabilities ISP Amendment for: Health Assessment Coordination (HAC)

Completion of all pertinent information on this amendment is required.

Individual Name:　　　　　**DMH ID:**　　　　**Date Request Submitted:**

Waiver Type:　　　　　**Support Coordinator:**

Support Coordinator Supervisor:　　　　**Guardian (if applicable):**

REQUESTED SERVICE CHANGE:

New Service	Provider	Effective Date	Procedure Code	Total **Units** to be Authorized – (number of months until the end of the current ISP year - a partial month is counted as 1 unit)	Unit Cost	Total Cost = Units x Unit Cost
HAC	Station MD		99499		$30	

REASON FOR REQUEST:

My planning team and I have concluded that I would benefit from access to a consultative telemedicine service designed for individuals with I/DD receiving Home and Community Based (HCBS) Waiver services. This service would meet a need for disability-specific advice on when best to seek additional or in-person treatment, to coordinate care with local emergency departments, urgent care facilities, and primary care physicians to enable real time support, consultation and coordination on health issues and to assist individuals, families and support providers to understand presenting health symptoms and to identify the most appropriate next steps.

I choose Station MD as my provider.

AUTHORIZATION AND APPROVAL SIGNATURES: Required for Support Coordination, the

StationMD

****HOW TO CONTACT STATIONMD****

FIRST CALL

1-877-STATMDS(1-877-782-8637)

The provider may be unable to answer if they are on another call so please leave a message with your name, facility name, direct contact number, and chief complaint of resident.

The physician will call you back within 15 minutes.

If there are any issues in reaching the number above, please call the administrator on call at 201-688-0003

PRACTICE SESSIONS

We want to encourage everyone to utilize StationMD so they are comfortable in accessing a physician when needed. Please feel free call StationMD at 1-877-STATMDS during any of the practice times below. When you call for a practice test, please let the answering service know you are calling with a **PRACTICE CALL** to be transferred to a trainer. Practice sessions are on:

- **Mondays from 1p-3p**
- **Wednesdays from 9p-11p**
- **Saturdays from 10a-12p**

To schedule a training outside of the training session times above, please call Training Support at 908-663-2929 option #3 or email training@stationmd.com.

Email techsupport@stationmd.com or leave a message at 908-663-2929 option #2 to report any equipment issues.

MISSOURI DIVISION OF
DEVELOPMENTAL
DISABILITIES

StationMD

Directions for Downloading and Use of the StationMD App

Downloading the StationMD App

- The StationMD app is available by searching for the app on your device or can be found directly at:

  - https://apps.apple.com/us/app/stationmd/id1476404285

  - https://play.google.com/store/apps/details?id=com.stationmd.stationmd

  - The QR code below should also direct you to the app on either your Apple or Android device.

- Once you have the StationMD app installed, you will be required to enter in a **one-time passcode** to access the app or you can use the QR code you may have been given. The passcode will be **given to you during your first call to the StationMD physician.**

How To Access StationMD -iPhone

iPhone Instructions

YOU MUST CALL STATIONMD FIRST AT 877-STATMDS (1-877-782-8637) BEFORE INITIATING THE TELEMEDICINE VISIT ON THE APP.

To begin use of the app, follow the steps below once you open the app

Each time you open app you will see the splash screen as reminder to call StationMD at 877-STATMDS prior to joining StationMD telemedicine visit.

First time using the app on your device.
Enter in one-time passcode given to you during your first call to the StationMD physician or scan QR code given.

This screen indicates the physician has not yet started the telemedicine visit for the site indicated in blue at top.

Note: if you cover more than one site then select the site you are calling from in the list.
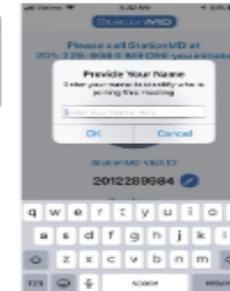
If you are calling from another site and it's not listed then select cancel. (see next screen)

To add another site: Click the button to add in another passcode given to you by a member of the StationMD during your first call for this site or by scanning the QR

Once the physician initiates the telemedicine visit then select edit pencil to put in your name *(needed first time only)*. See next screen for details.

Once you enter your name, select Join StationMD Visit.

Screen for entering your name. Type in name and click OK.

Once you enter your name, you will be admitted into the visit by the physician.
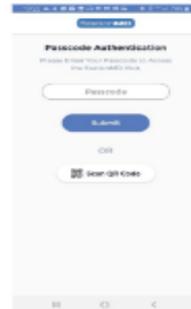
How To Access StationMD -Android

Android Instructions

YOU MUST CALL STATIONMD FIRST AT 877-STATMDS (1-877-782-8637) BEFORE INITIATING THE TELEMEDICINE VISIT ON THE APP.
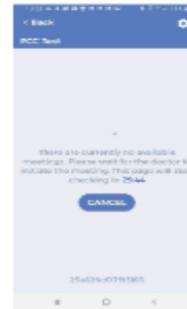
To begin use of the app, follow the steps below once you open the app

Each time you open app you will see the splash screen as reminder to call StationMD at 877-STATMDS prior to joining StationMD telemedicine visit.
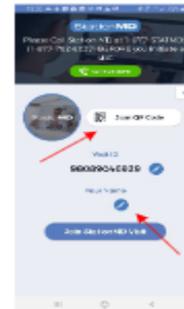
First time using the app on your device.
Enter in one-time passcode given to you during your first call to the StationMD physician or scan QR code given.

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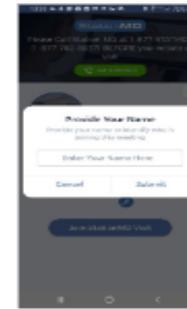
If you are calling from another site and it's not listed then select cancel. (see next screen)

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Once the physician initiates the telemedicine visit then select edit pencil to put in your name *(needed first time only)*. See next screen for details.

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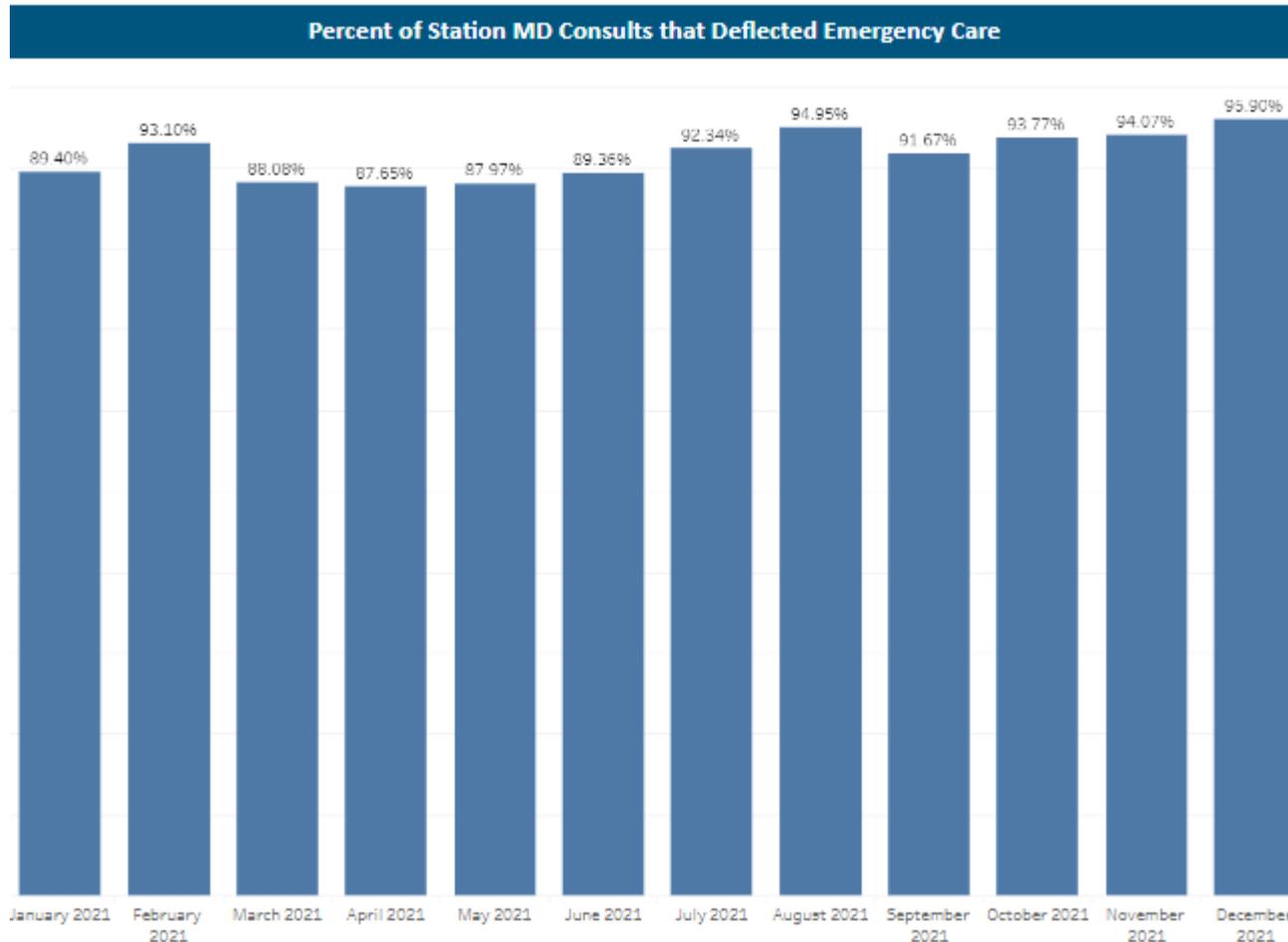
Collecting Information

StationMD Diagnoses

First ICD-10 Name	Quarter of Call Time				Grand Total
	FY 2021 Q3	FY 2021 Q4	FY 2022 Q1	FY 2022 Q2	
Encounter for issue of rep..	36	31	61	113	241
Persons encountering hea..	30	25	27	40	122
Cough	13	17	35	30	95
Acute upper respiratory i..	11	8	17	48	84
Encounter for general adu..	35	16	22	10	83
Rash and other nonspecifi..	19	13	23	26	81
Urinary tract infection,	11	12	19	37	79
Disorder of the skin and s..	22	17	23	13	75
Vomiting, unspecified	9	13	20	12	54
Unspecified injury of head..	17	11	7	16	51
Cellulitis, unspecified	14	8	19	6	47
Diarrhea, unspecified	8	12	15	11	46
Other constipation	9	11	10	13	43

Collecting Information

Percent of Station MD Consults that Deflected Emergency Care

Month	Percent
January 2021	89.40%
February 2021	93.10%
March 2021	88.08%
April 2021	87.65%
May 2021	87.97%
June 2021	89.36%
July 2021	92.34%
August 2021	94.95%
September 2021	91.67%
October 2021	93.77%
November 2021	94.07%
December 2021	95.90%

Observe! Decide! Act!

COVID-19 Testing Resources

COVID-19 Testing Resources

Testing Resources

DHSS Home » Healthy Living » Health Conditions & Diseases » Communicable Diseases » COVID-19 » testing-resources

Getting Tested

Testing remains a key tool to keeping Missourians safe and open for activity. Testing is not only for those who are symptomatic, but important for periodic surveillance especially when interacting with vulnerable populations and crowds. Many camps, events, and travel now require evidence of a test result before participation.

A simple test can provide peace of mind. Missouri provides several options for obtaining a free COVID-19 test without any symptom criteria. The opportunities for testing include:

- **Free testing sites (sponsored by Missouri DHSS)**

- **Free PCR at-home test kits shipped to home (sponsored by Missouri DHSS)**

- **Free rapid antigen at-home test kits shipped to home (4 per residential address, sponsored by US DHHS & USPS)**

- **Free testing provided by pharmacies (sponsored by US DHHS)**

PCR COVID Testing Option
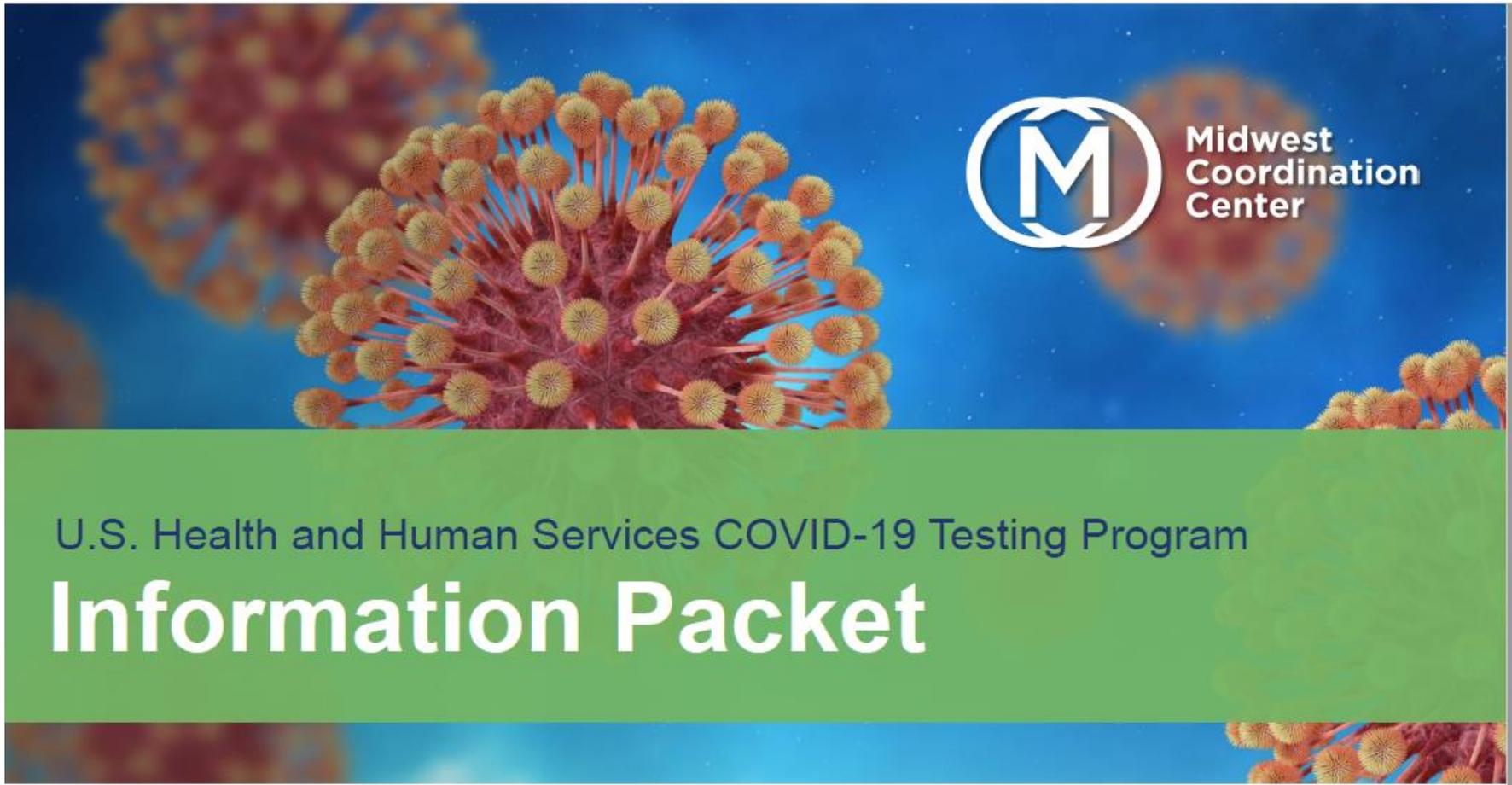
Program Purpose and Overview

- U.S. Department of Health and Human Services (HHS) is funding four regional coordination centers providing COVID-19 testing access to help schools and congregate settings safely reopen, remain open, and reach underserved populations

- All supplies, shipping, and testing are **free**

- Midwest Coordination Center (MCC) provides COVID-19 testing in 16 states

- Sites are registered and paired with certified partner laboratories that provide standard swab and saliva RT-PCR testing authorized under FDA Emergency Use Authorization

- Serial screening tests of individuals who have no symptoms help to quickly identify potentially contagious cases and prevent further transmission or future outbreaks

Request Information

Midwest Coordination Center

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WELCOME TO THE

Midwest COVID-19 Testing Coordination Center

This Coordination Center is funded by the U.S. Health and Human Services (HHS) Operation Expanded Testing program.

Learn more about registering your school or congregate setting in this free program.

Request Information

Already registered or invited?

Login

Webinars – Program Information Session

Midwest Coordination Center

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Resources

Webinars

Register for our MCC Webinar: Program Information Session

Join our free webinar to learn more about the free COVID-19 Testing Program and how to begin testing at your site.

About the Information Webinar

Register for Information Webinar

Questions

THANK YOU!