



# STATIONCONNECT USER GUIDE

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May 2024

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### About StationConnect

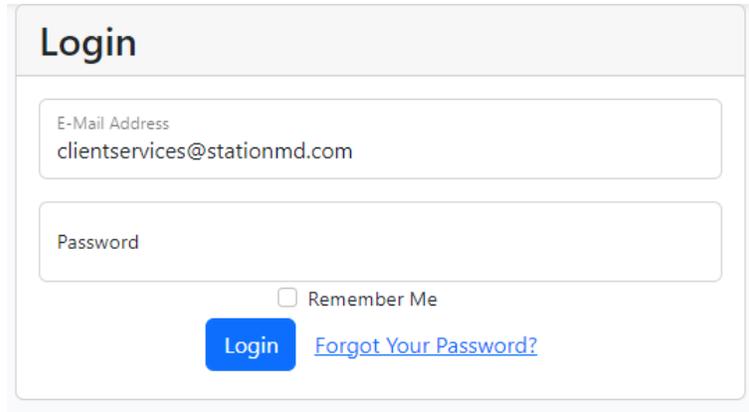
StationConnect is StationMD’s own electronic health record system. It houses patient information such as medical history, medications, diagnoses, and past visit documentation. It is used by our clinical team during patient encounters, and by designated client contacts for self-service access to visit data and information.

If you are a new client with designated access to StationConnect, you will receive a welcome email from our team with instructions and information.

If you have any questions or concerns with StationConnect and its features, please contact [clientservices@stationmd.com](mailto:clientservices@stationmd.com).

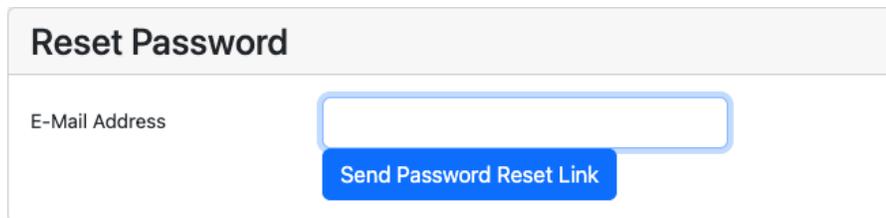
## Logging in to StationConnect

Go to [connect.stationmd.com](https://connect.stationmd.com). Enter your email and password.



The screenshot shows a login form titled "Login". It contains two input fields: "E-Mail Address" with the text "clientservices@stationmd.com" and "Password". Below the password field is a checkbox labeled "Remember Me". At the bottom of the form are two buttons: a blue "Login" button and a blue link "Forgot Your Password?".

If it is your first time logging in, click "Forgot Your Password?" Enter your email and click "Send Password Reset Link." Follow the instructions sent to your email.



The screenshot shows a "Reset Password" form. It has a label "E-Mail Address" next to an empty input field. Below the input field is a blue button labeled "Send Password Reset Link".

If you are still unable to log-in, please contact [clientservices@stationmd.com](mailto:clientservices@stationmd.com).

## Main Page / Patient List

By default, you will be shown patient visits from the last three (3) days. To see visits from earlier, click the "From" date calendar icon, select the date and press "Enter."

The screenshot shows the 'StationMD Consultations' interface. The 'Timeframe' section has 'From: 05/01/2023' and 'To: 05/04/2023'. A calendar dropdown is open for the 'From' date, showing May 2023 with the 1st selected. A red arrow points to the calendar icon. In the top right, the 'Download Excel' button is circled in red. Other visible elements include 'Sorting' (Sort: Descending) and 'Filters' (Limit to Admission Follow Up: No).

You can download your visit data with the "Download Excel" button. The download will produce a report that shows you agency, site, and patient information, as well as full details of the encounters.

You can sort your patient list by call time, and filter by site.

The screenshot shows the 'StationMD Consultations' interface with different settings. The 'Timeframe' section has 'From: 05/01/2023' and 'To: 05/04/2023'. The 'Sorting' section is highlighted in yellow and shows 'Sort: Call Time' and 'Order: Descending'. The 'Filters' section is also highlighted in yellow and shows 'Limit to Site: Any Site' and 'Limit to Admission Follow Up: No'.

**StationMD Consultations** [Download Excel](#)

**Timeframe** From: 05/01/2023 To: 06/16/2023

**Sorting** Sort: Call Time Order: Descending

**Filters** Limit to Site: Any Site Limit to Admission Follow Up: No

Site	Call Time ↓	Patient Name	Providers	Clinical	Notes	Updates
Mockingbird Lane: 1313 Mockingbird Lane, Sparta, NJ 07871	6/7/2023 11:13 AM EDT	Munster, Eddie (3DD13MUNST3RT3ST) DOB: 1965-12-12, age 57 Y	<b>PMD:</b> Unk <b>SMD:</b> Dr. Contoso	<b>CC:</b> Fleas <b>Dx:</b> Cough (R05); Acute cough (R051); <b>Outcome:</b> Treat in Place	1. <a href="#">Initial Visit</a>	<a href="#">Communications</a>
Sesame Street: 123 Sesame Street, Hamburg, NJ 07419	6/6/2023 02:31 PM EDT	Bird, Big (S3SAM3STR33T) DOB: 1990-12-31, age 32 Y	<b>PMD:</b> Elmo <b>SMD:</b> Dr. Contoso	<b>CC:</b> Sore Wings <b>Dx:</b> Attention-deficit hyperactivity disorder, unspecified type (F909); Attention-deficit hyperactivity disorder, other type (F908); <b>Outcome:</b> Treat in Place	1. <a href="#">90 Day Medication Review</a>	<a href="#">Communications</a>

From this screen, you can easily see each visit’s Site, Call Time, Patient Information, Chief Complaint, Diagnosis, and Outcome. You can click to see the visit notes directly from this screen.

Under state and federal laws, patients have the right to request a change to their medical record. If you have any issues with the progress note, patient information, or feel a change to a medical record is needed, use the “Concerns” button. Our physicians will review all requests to change a medical record.

If you have a concern, complaint, question, or follow up statement about a specific encounter, users should use the “Communications” button.

Please note, the “Communications” button should not be used for questions regarding medical care or clinical follow-up from a previous visit.

## Patients

### Finding a patient encounter

On the top navigation bar, click "Patients" > "Find Patient." Type the name of the patient you are looking for.

To see the full list of visits for a patient, select "Detail" and enter the patient's first and last name.

**Find Patient Encounter**

Keyword
Detail

Find Patient Visit ?

Enter some information about this person

### Understanding/navigating a patient chart

**Edit Patient Data**
Click to get Mobile App Token

**Name:** Bird, Big (MRN: S3SAM3STR33T; DOB: 1990-12-31; age: 32)  
**Site:** Sesame Street: 123 Sesame Street, Hamburg, NJ 07419 (Unknown) 8888888888  
**Agency:** Contoso Ltd.  
**Callback:** 8888888888

**External Links**

Other Documents/Visits
SMD Site Map

**Notes**

Title	Author / Status / Date	Actions
90 Day Medication Review	Dr. Contoso - Signed 6/7/23 12:33 EDT	<div style="border: 1px solid #007bff; padding: 2px 5px; display: inline-block;"> <span style="color: #007bff;">View Signed Note (1954 chars)</span> </div>

You can view all past visits and documents for the patient by clicking here.

You can view recent visit notes here.

To download a note, click on "View Signed Note."

Click "Print," then leave as "Save as PDF."

**Bird, Big (MRN: S3SAM3STR33T)**
print
copy
✕

90 Day Medication Review- Physician Note (StationMD)

Patient Name: Big Bird (DOB: 1990-12-31)

Date of Psychotropic Med Review: 6/6/2023, 2:31 PM EDT

Date of next Psychotropic Med Review: in 90 days

I have reviewed the patient's current psychiatric diagnoses and psychiatric symptoms as described by the behavioral health team and agree: (-)YES (-)NO

Treatment Goals: Don't spread birdseed everywhere

Psychotropic medications are necessary? (+)YES (-)NO  
 Psychotropic medication dosages are within usual range? (+)YES (-)NO  
 Number of drugs conforms to accepted standards? (+)YES (-)NO  
 Are medication side-effects present? (-)YES (+)NO  
 Screening test performed (eg, AIMS) (+)YES (-)NO  
 Symptoms of TD or other EPS? (-)YES (+)NO  
 Medication reduction plan considered? (+)YES (-)NO

Physician's orders:  
 NA

You can also see Clinical Information and Diagnosis related to the visit you are reviewing.

The pharmacy listed for this patient and any medications prescribed during this visit are shown here.

### Prescriptions

Pharmacy: No Pharmacy Listed (Unknown Address)

Medication	Qty	Instructions	Refills	Status
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### Chart Completion

#### Tasks for this chart:

<input checked="" type="checkbox"/> Must have one signed PC, UC or BH note	<input checked="" type="checkbox"/> Must assign outcome
<input checked="" type="checkbox"/> Must assign primary diagnosis	<input checked="" type="checkbox"/> Must specify procedure code
<input checked="" type="checkbox"/> Patient must be activated	<input checked="" type="checkbox"/> Must have chief complaint

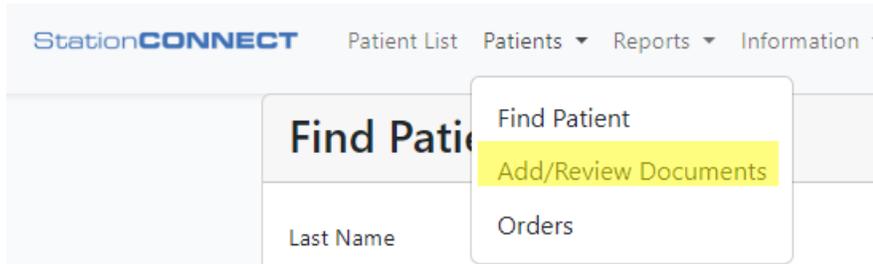
**3 Notifications**

Clicking the gray notifications button will display a list of all emails and fax numbers where the visit note was sent.

To add or remove emails or fax numbers from this list, please email [clientservices@stationmd.com](mailto:clientservices@stationmd.com)

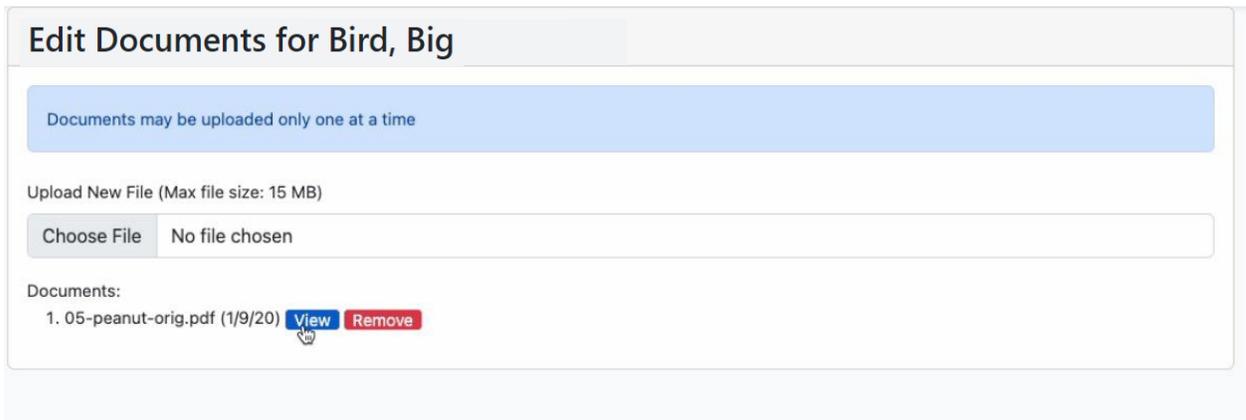
## Uploading Documents

To upload a document for StationMD to review during a patient’s next visit, click “Patients” > “Add/Review Documents” on the top navigation bar.



Type and select the name of the intended patient.

Click “Choose File” to find and upload a document. Here, you can also view/manage already uploaded files.



## Reports

StationMD makes it easy for you to find all your visit data. On the top navigation bar under "Reports" you will find your visit data in several view options:

- By Day
- By Hour
- By Month
- HM Hour Day (heat map)
- By Outcome

Each report option allows you to set timeframe.

### Patient Consults by Time and Site

**Timeframe** From: 05/05/2022  To: 05/05/2023  [Refresh](#)

**Shortcuts** [This Year \(YTD\)](#) [This Month \(MTD\)](#) [Last Month](#) [Last Year](#)

**Filter**  Skip inactive sites

**Span** [Month](#) [Day](#) [Hour](#)

**Pagination** [<](#) [1](#) [2](#) [>](#)

## Information

On the top navigation bar, the Information tab gives you the option to update your preferences. Here you can set how you would like to receive notifications of patient visits and see for whom you will receive notifications.

### Notification Preferences for Munster, Eddie PA

How would you like to receive notifications about patient treatments? Email Immediately ✓

How shall we contact you?

Fax Number: +1 Test

E-mail: @ Test

Cell phone (SMS): +1 Test

How should I receive specific notifications?

Notification	Text Message (SMS)	E-mail	None
Multifactor Authentication	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
New Patient Arrival	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>

About whom will I receive notifications? You are associated with the following Agencies:

## Appointment Scheduler

24/7 Urgent Care clients are not eligible to schedule appointments. Please do not use this feature of StationConnect for 24/7 Urgent Care.