

24/7 Urgent Care for Individuals with I/DD

StationMD's urgent care telemedicine service is available 24 hours a day, 7 days a week, to individuals with intellectual and/or developmental disabilities (I/DD) in Montana. Service is available to participants enrolled in the StationMD/DPHHS pilot program.



Benefits of StationMD's HIPAA-compliant telemedicine services for individuals with I/DD and caregivers include:

- Allowing people to connect quickly with a medical professional via telemedicine at any hour of the day, 365 days a year, for any medical question or medical issue—whether urgent or not
- Assisting people in deciding whether a trip to the ER is necessary
- Successfully treating and resolving most medical issues immediately without a disruptive trip to the ER or urgent care
- Reducing stress on caregivers, enabling immediate guidance on medical issues
- Preventing minor medical issues from becoming a medical crisis



StationMD has performed more than **100,000** telemedicine visits with individuals with I/DD.



92% of patients' concerns are resolved by the StationMD clinician during their telemedicine visit, reducing the need to travel to the ER or urgent care.



**This was so easy, simple, and
is exactly what these families need.**

AMANDA

Mother to Cooper, a StationMD patient

What You Need

- A smart device (Android, iPhone, iPad, or tablet) and an internet connection or cellular data
- Patient information including their birthdate, vitals, known allergies, current medications, pharmacy information, insurance & Medicaid information, and the reason for calling
- A callback number (and a fax number if available)

How To Call



Call StationMD at 1-877-STATMDS (1-877-782-8637)



The StationMD receptionist will collect patient information (please have insurance and Medicaid information ready)



The StationMD technical assistant will help the individual and/or caregiver complete patient check-in from a smart device (Android, iPhone, iPad, or tablet)



The StationMD clinician will join momentarily

Use StationMD anytime, anywhere for urgent medical matters including:



Fever, vomiting, cough, congestion, & seasonal illness



Prescription refills & medication questions



Urinary tract infections, diarrhea, & constipation



Rashes & abrasions



Pink eye



Flu & COVID-19 symptoms



Seizures, falls, & minor injuries



Behavioral health issues



Questions for a doctor and other health concerns