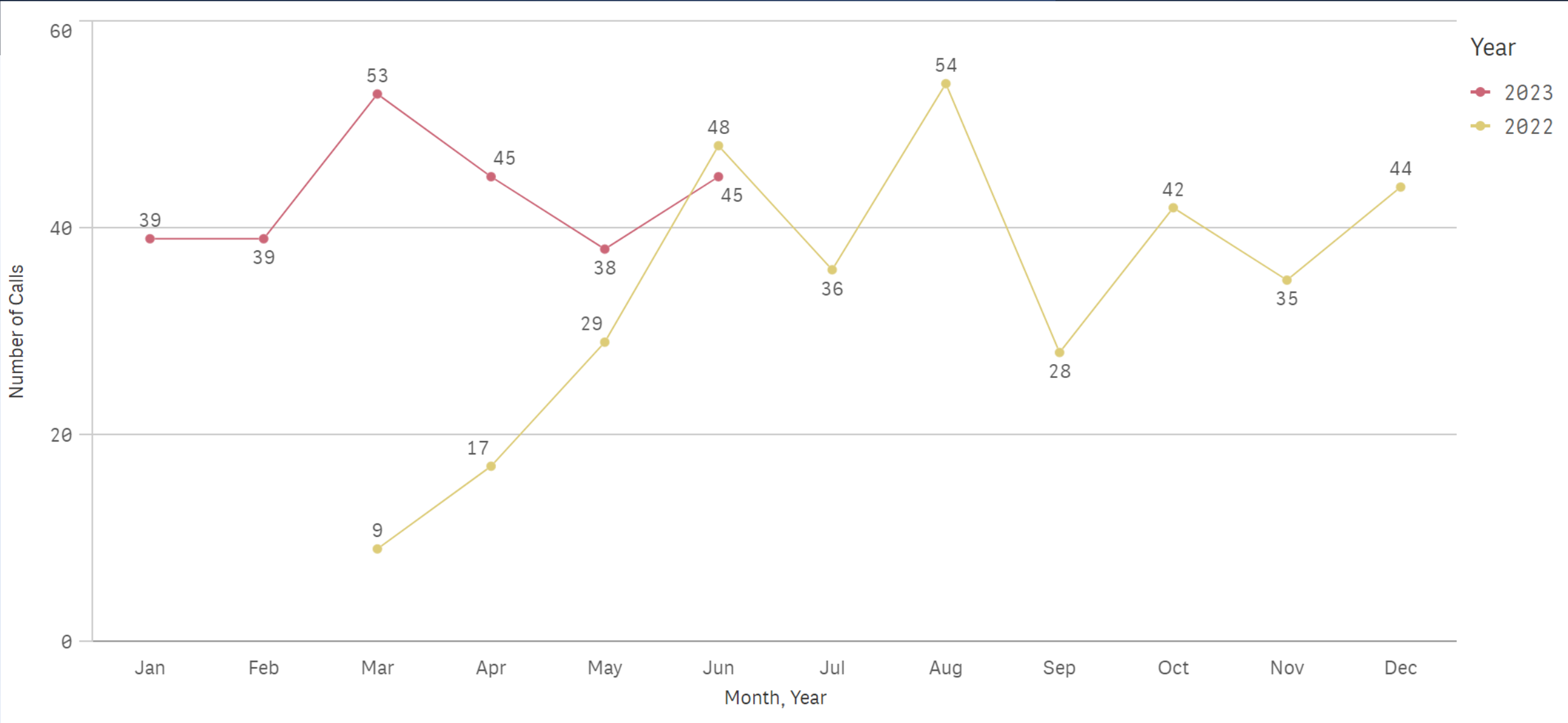


# District Of Columbia DDS Urgent Care June Utilization and Refresher Information



# Year over Year Comparison of Calls



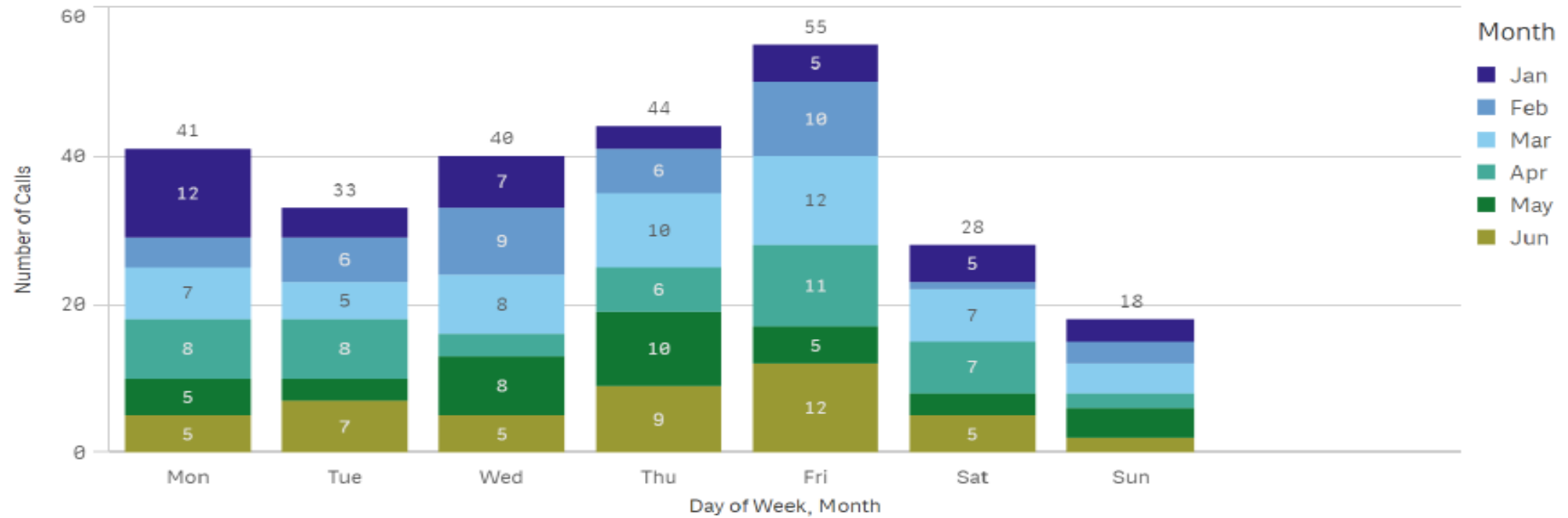
# Calls by Agency

Agency Name	Site County	Grand Total	Jan	Feb	Mar	Apr	May	Jun
<b>Totals</b>		259	39	39	53	45	38	45
360 Support Inc		1	-	-	1	-	-	-
Abundant Life Residential Services		4	-	-	2	1	1	-
American Health Care Services		4	-	1	2	1	-	-
ASSOCIATED COMMUNITY SERVICES		5	-	1	1	-	2	1
Behavior Research Associates		1	-	-	1	-	-	-
Capital Care		26	-	4	11	7	4	-
COMMUNITY MULTI-SERVICES		9	2	-	1	2	1	3
Community Support Systems		1	1	-	-	-	-	-
DC DDS		2	-	-	-	-	1	1
DC HEALTHCARE		1	-	-	-	1	-	-
Eckington House Mental Health Services		5	-	1	-	2	2	-
Finsby Care		1	-	-	-	1	-	-
Frontline Community Services		3	-	1	1	-	1	-
Health & Joy Services		3	1	1	-	1	-	-
Hope Found		3	-	-	3	-	-	-
Individual Advocacy Group		10	2	5	1	2	-	-
INNOVATIVE CONCEPTS		1	-	-	1	-	-	-
Innovative Life Solutions		2	-	1	-	-	-	1
KBEC Group		8	1	-	2	2	2	1
L'ARCHE GWDC		13	1	2	2	4	1	3
MARJUL HOMES		3	2	-	-	-	1	-
MBI Health Services		1	-	1	-	-	-	-
METRO HOMES		21	1	6	4	-	3	7
MULTI-THERAPEUTIC SERVICES		5	-	1	1	-	3	-
My Own Place		10	5	1	-	1	-	3
National Children's Center		28	9	4	3	1	5	6
Project Redirect		20	-	2	5	5	5	3
RCM of Washington		5	1	3	1	-	-	-

# Calls by Agency

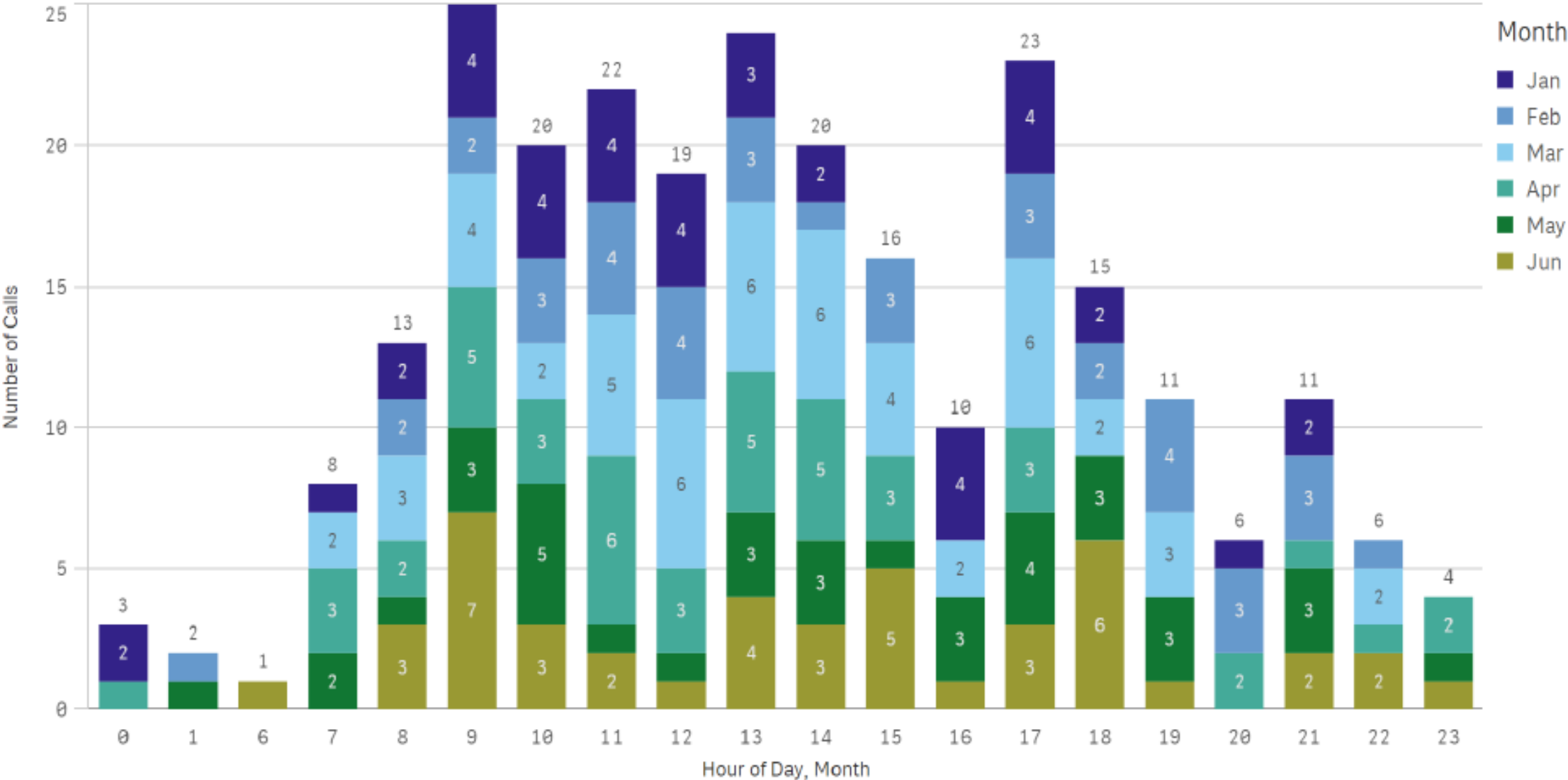
ST JOHNS COMMUNITY SERVICES-DC		36	9	2	4	8	4	9
Supreme Healthcare Services		3	-	-	3	-	-	-
Symbral Foundation		4	3	-	-	1	-	-
Unknown Site Agency		1	-	-	-	-	-	1
Verigreen		1	-	-	-	-	1	-
Wholistic Habilitative Services		18	1	2	3	5	1	6

## Calls by Day of Week



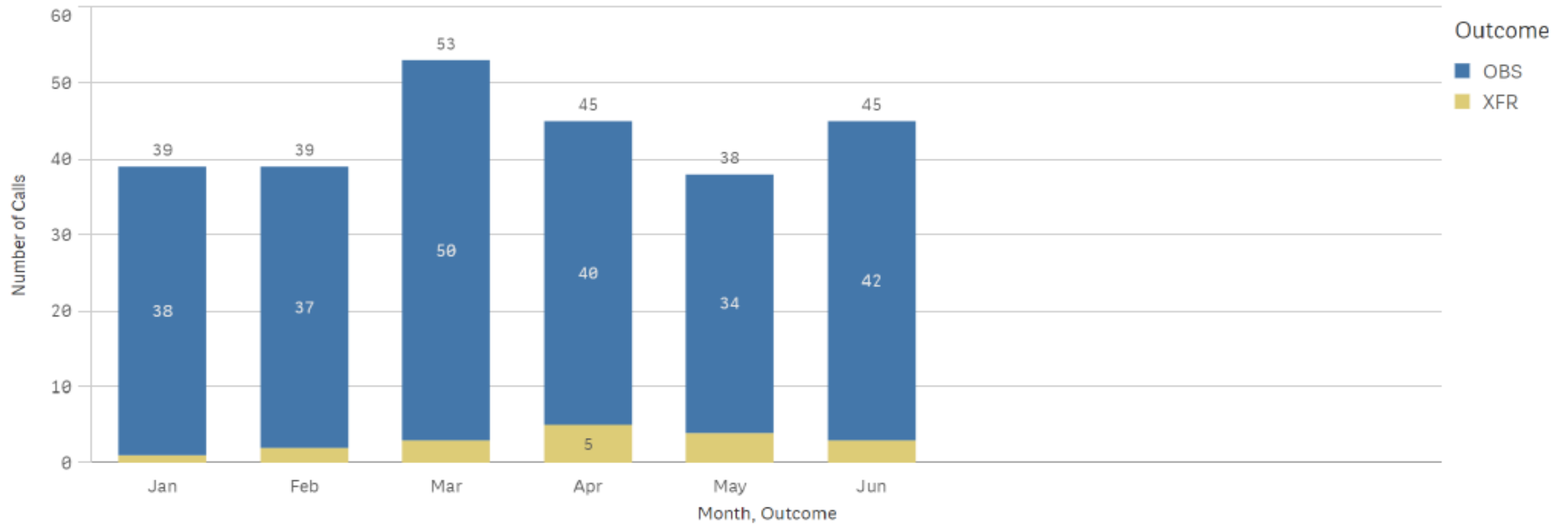
Call Time - Day	Grand Total	Jan	Feb	Mar	Apr	May	Jun
<b>Grand Total</b>	259	39	39	53	45	38	45
<b>Mon</b>	41	12	4	7	8	5	5
<b>Tue</b>	33	4	6	5	8	3	7
<b>Wed</b>	40	7	9	8	3	8	5
<b>Thu</b>	44	3	6	10	6	10	9
<b>Fri</b>	55	5	10	12	11	5	12
<b>Sat</b>	28	5	1	7	7	3	5
<b>Sun</b>	18	3	3	4	2	4	2

# Calls by Hour of Day



		Total						
<b>Grand Total</b>		259	39	39	53	45	38	45
		3	2	-	-	1	-	-
1		2	-	1	-	-	1	-
6		1	-	-	-	-	-	1
7		8	1	-	2	3	2	-
8		13	2	2	3	2	1	3
9		25	4	2	4	5	3	7
10		20	4	3	2	3	5	3
11		22	4	4	5	6	1	2
12		19	4	4	6	3	1	1
13		24	3	3	6	5	3	4
14		20	2	1	6	5	3	3
15		16	-	3	4	3	1	5
16		10	4	-	2	-	3	1
17		23	4	3	6	3	4	3
18		15	2	2	2	-	3	6

## Calls by Outcome



Outcome ID	Grand Total	Jan	Feb	Mar	Apr	May	Jun
Grand Total	259	39	39	53	45	38	45
OBS	241	38	37	50	40	34	42
XFR	18	1	2	3	5	4	3



## Calls by Diagnosis

ICD-10 Name	ICD-10 Code	Grand Total	Jan	Feb	Mar	Apr	May	Jun
<b>Totals</b>		<b>259</b>	<b>39</b>	<b>39</b>	<b>53</b>	<b>45</b>	<b>38</b>	<b>45</b>
Other specified bacterial foodborne intoxications	A058	1	-	1	-	-	-	-
Mild intellectual disabilities	F70	1	-	-	-	-	-	1
Unspecified intellectual disabilities	F79	19	1	2	6	7	1	2
Other seizures	G4089	3	1	-	-	-	1	1
Other chronic allergic conjunctivitis	H1045	1	1	-	-	-	-	-
Other conjunctivitis	H1089	3	2	-	-	-	1	-
Unspecified conjunctivitis	H109	3	-	-	2	-	1	-
Unspecified disorder of binocular vision	H5330	1	-	-	-	-	-	1
Unspecified otitis externa, left ear	H6092	2	-	-	-	-	1	1
Benign paroxysmal vertigo, unspecified ear	H8110	1	-	-	1	-	-	-
Essential (primary) hypertension	I10	2	1	-	-	1	-	-
Other diseases of capillaries	I788	1	-	-	1	-	-	-
Chronic embolism and thrombosis of unspecified deep veins of unspecified proximal lower extremity	I825Y9	1	-	1	-	-	-	-
Other hypotension	I9589	1	-	-	-	-	-	1
Hypotension, unspecified	I959	1	-	-	-	-	1	-
Acute sinusitis, unspecified	J0190	1	-	1	-	-	-	-
Acute upper respiratory infection, unspecified	J069	6	2	2	2	-	-	-
Other allergic rhinitis	J3089	2	-	1	1	-	-	-
Bronchitis, not specified as acute or chronic	J40	5	-	-	-	5	-	-
Periapical abscess without sinus	K047	1	-	-	-	-	-	1
Other specified disorders of teeth and supporting structures	K0889	1	-	-	-	-	-	1
Disorder of teeth and supporting structures, unspecified	K089	1	-	-	-	-	1	-
Gastro-esophageal reflux disease without esophagitis	K219	1	-	-	1	-	-	-
Acute gastritis without bleeding	K2900	1	-	1	-	-	-	-
Other specified noninfective gastroenteritis and colitis	K5289	2	-	1	1	-	-	-
Constipation, unspecified	K5900	1	-	-	-	-	-	1
Other constipation	K5909	1	-	-	1	-	-	-

Hemorrhage of anus and rectum	K625	1	-	-	-	-	1	-
Other hemorrhoids	K648	1	-	-	-	-	1	-
Gastrointestinal hemorrhage, unspecified	K922	1	-	1	-	-	-	-
Gastrostomy malfunction	K9423	1	-	-	-	-	1	-
Cellulitis of unspecified finger	L03019	1	-	-	-	-	-	1
Cellulitis, unspecified	L0390	1	-	-	-	-	1	-
Other specified dermatitis	L308	1	1	-	-	-	-	-
Other nail disorders	L608	1	-	-	-	-	-	1
Xerosis cutis	L853	1	-	-	-	-	-	1
Disorder of the skin and subcutaneous tissue, unspecified	L989	3	-	-	2	1	-	-
Pain in right shoulder	M25511	2	-	-	-	-	-	2
Pain in left shoulder	M25512	4	-	2	-	2	-	-
Pain in right hip	M25551	1	-	-	1	-	-	-
Pain in right knee	M25561	1	-	1	-	-	-	-
Torticollis	M436	2	1	-	-	1	-	-
Cervicalgia	M542	1	-	-	-	-	-	1
Other low back pain	M5459	1	-	-	1	-	-	-
Pain in right leg	M79604	3	-	-	-	-	2	1
Pain in unspecified limb	M79609	1	-	-	1	-	-	-
Pain in right hand	M79641	5	-	-	-	1	3	1
Pain in unspecified thigh	M79659	1	-	1	-	-	-	-
Pain in left foot	M79672	1	1	-	-	-	-	-
Pain in right toe(s)	M79674	2	-	-	-	-	-	2
Urinary tract infection, site not specified	N390	2	-	-	-	1	1	-
Acute cough	R051	8	4	2	-	2	-	-
Cough, unspecified	R059	15	6	-	2	-	5	2
Shortness of breath	R0602	1	-	-	-	1	-	-
Hiccough	R066	3	3	-	-	-	-	-
Other chest pain	R0789	1	-	1	-	-	-	-
Nasal congestion	R0981	6	1	1	1	1	2	-
Acute abdomen	R100	1	-	1	-	-	-	-
Generalized abdominal pain	R1084	2	1	-	-	1	-	-
Unspecified abdominal pain	R109	9	1	3	2	2	1	-

Vomiting, unspecified	R1110	11	2	1	5	2	-	1
Diarrhea, unspecified	R197	7	2	1	2	1	1	-
Rash and other nonspecific skin eruption	R21	10	1	-	2	2	4	1
Localized swelling, mass and lump, left upper limb	R2232	1	-	-	-	-	-	1
Localized swelling, mass and lump, right lower limb	R2241	1	-	-	-	-	-	1
Localized swelling, mass and lump, unspecified	R229	2	-	-	-	2	-	-
Other skin changes	R238	2	-	1	-	-	-	1
Tremor, unspecified	R251	2	1	-	-	1	-	-
Unspecified abnormalities of gait and mobility	R269	1	-	-	-	1	-	-
Ataxia, unspecified	R270	1	-	-	1	-	-	-
Repeated falls	R296	1	-	-	-	1	-	-
Hematuria, unspecified	R319	3	-	2	1	-	-	-
Frequency of micturition	R350	2	-	1	1	-	-	-
Urgency of urination	R3915	2	-	-	-	-	-	2
Altered mental status, unspecified	R4182	1	-	-	-	-	-	1
Restlessness and agitation	R451	4	-	3	-	-	-	1
Headache, unspecified	R519	1	-	-	1	-	-	-
Pain, unspecified	R52	2	-	-	2	-	-	-
Weakness	R531	1	-	-	-	1	-	-
Other fatigue	R5383	1	-	-	-	-	1	-
Enlarged lymph nodes, unspecified	R599	1	-	-	-	1	-	-
Edema, unspecified	R609	2	1	-	1	-	-	-
Generalized hyperhidrosis	R61	1	-	-	-	-	1	-
Abrasion of scalp, initial encounter	S0001XA	1	-	-	-	1	-	-
Contusion of right eyelid and periocular area, initial encounter	S0011XA	1	-	-	1	-	-	-
Contusion of left eyelid and periocular area, initial encounter	S0012XA	1	-	-	-	-	1	-
Abrasion of other part of head, initial encounter	S0081XA	1	-	-	1	-	-	-
Dislocation of tooth, initial encounter	S032XXA	1	-	-	-	1	-	-
Unspecified injury of head, initial encounter	S0990XA	4	-	-	1	1	-	2
Contusion of left upper arm, initial encounter	S40022A	2	-	-	-	1	-	1
Insect bite (nonvenomous) of right upper arm, initial encounter	S40861A	1	-	-	-	-	-	1
Contusion of left elbow, initial encounter	S5002XA	2	-	2	-	-	-	-
Abrasion of right forearm, initial encounter	S50811A	1	-	-	-	1	-	-

Open bite of right forearm, initial encounter	S51851A	1	-	-	1	-	-	-
Contusion of right thigh, initial encounter	S7011XA	1	-	-	1	-	-	-
Contusion of right knee, initial encounter	S8001XA	1	1	-	-	-	-	-
Abrasion, right knee, initial encounter	S80211A	3	-	-	-	-	1	2
Abrasion, unspecified lower leg, initial encounter	S80819A	1	-	-	-	1	-	-
Contusion of left foot, initial encounter	S9032XA	1	-	-	-	-	-	1
Abrasion, right great toe, initial encounter	S90411A	1	-	-	-	-	1	-
Other fracture of right foot, initial encounter for closed fracture	S92811A	1	-	1	-	-	-	-
Other sprain of right foot, initial encounter	S93691A	1	-	-	1	-	-	-
Other injury of unspecified body region, initial encounter	T148XXA	16	2	1	3	-	3	7
Allergy, unspecified, initial encounter	T7840XA	1	-	-	-	1	-	-
COVID-19	U071	7	2	3	2	-	-	-



**What you  
know about**

**StationMD**



Less ER and Urgent Care visits

Reduction of Trauma and Anxiety

Reduced Exposure

Cost Reduction

Equity with current health care models

More personalized experience interacting with the doctor

Better overall quality of care

Reduction of adverse behaviors when healthy

# The Provider Benefits

Less ER and Urgent  
Care Visit,  
Reporting and  
Follow-up

Reduction of  
Anxiety and Stress  
of Staff and Nurses

Reduced Exposure

Reduction of Cost

Support in  
Managing Staffing  
Resources

Direct  
Collaboration with  
Medical Providers

Timely and  
Detailed Visit  
Documentation

Reduction of  
Adverse Behaviors  
When Healthy

Customized  
HealthCare

# Examples of When to Call

StationMD

StationMD can be used for any non life-threatening concern

Rash  
Pink Eye  
Falls  
Vomiting  
Fever  
Cough/SOB  
UTI

Medication Related Refills  
Authorizations Clarifications  
Missed Medication

Behavioral changes  
Return to Day  
Program/Work/School  
Notes  
General Questions

✓ 2am on Easter Sunday – Call, 12:05am on New Years Eve – Call, Questions after a doctor's appointment – Call ✓  
StationMD is not an “On-Call Service”, our doctors are on shift.

StationMD is not meant to replace a primary care physician.



**On those occasions when a transfer to the ER or urgent care is unavoidable, our StationMD doctor will call ahead and communicate directly with the ER staff to streamline care, which typically aids in avoiding unnecessary tests, admissions, and wait times.**

A white computer keyboard is visible in the upper right corner of the image. A black stethoscope is positioned diagonally across the center and right side of the frame. The background is a plain, light-colored surface.

**StationMD**

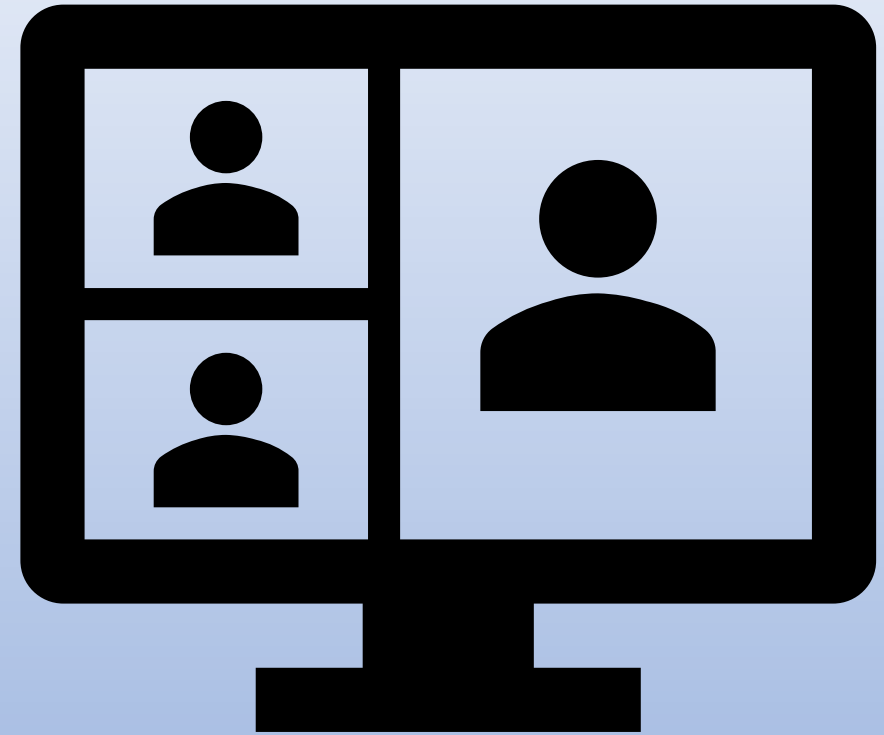


**What you  
may  
NOT  
know about**

**StationMD**

**Anyone can  
join a  
StationMD  
assessment  
from  
anywhere.**

**It works just like a  
Zoom/Teams call**



**StationMD**

# Where can you use and access StationMD

*It's as easy as a CALL and a CLICK*

**Instant “live” human connection**

In the privacy of  
your own home

Anywhere you  
have internet or  
cellular data

In a private space  
in your  
community

In a private space  
at your job or  
workplace

In your vehicle

In a private space  
at your provider  
agency

At home visits  
with family and  
friends

On vacation

StationMD

# After the visit

**Our AfterCare team of nurses will call the patient in a few days (if necessary)**

Discuss lab or radiology test result

Check in and see how the patient is feeling (if the doctor requests)

To see what happened to a patient we sent to ED  
  
Was the patient admitted to the hospital?  
If yes, what for?



## Initiating a StationMD Visit in Tennessee



### Call 1-877-782.8637

*Have Available:*

- Patient Name
- DOB
- Location
- Call Back Number
- Reason for Visit
- Vital Signs (T, HR, BP, Pulse, Roux)

### Navigator sets up Telemedicine Visit

*Navigator will connect your device for visit*

- Fax Number
- Current Meds
- Known Allergies
- Pharmacy (name/zip)

### Start Telemedicine Visit with the doctor

*Launch **STATIONMD** Icon and standby for the doctor*

- Join visit with Video
- Join Visit with Audio

### Visit Assessment Documentation

*Once visit is completed you receive your documentation via*

- Electronic Medical Record
- Secure Fax
- Secure Email



# REMEMBER TO...

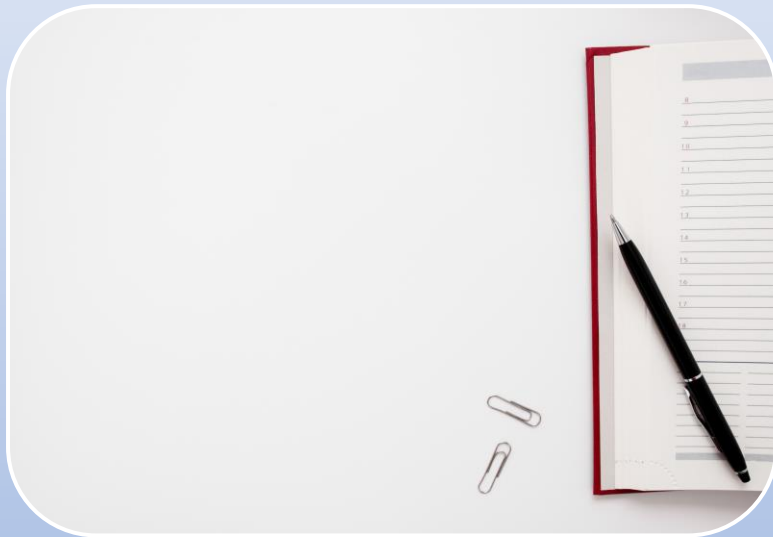
In the unlikely event the navigator is currently assisting another patient, please leave a message with your name, provider name (if applicable), direct contact number, and chief complaint. The return call typically within minutes, but no longer than 15 mins.

HAVE READY	TIPS
VITALS	Before you call, go ahead collect temp, blood pressure, pulse, and O2 saturation All these measures can be taken in less than a minute.
FAX	Have fax number handy (if that is the way you receive your documentation)
MED INFO	Have current medication list or MAR, and any allergies accessible
PHARMACY	Know or have the name, number, and zip code of preferred pharmacy
EKO	If purchased, or access through Apple Watch App
EQUIPMENT	Equipment issues: leave a message at 908.663.2929 (press #2) or email: <a href="mailto:techsupport@stationMD.com">techsupport@stationMD.com</a>
OTHER	If there are any issues in reaching 1.877.782.8637 please call the administrator on call at 201.688.0003

We encourage everyone to utilize StationMD and feel comfortable accessing a physician when needed. Our team of Visit Navigators are available to assist you with each call. If additional training is needed, please call 908.663.2929 (press #3) or email [training@StationMD.com](mailto:training@StationMD.com)

## Additional Training Options

Training is NOT required prior to making a StationMD call/visit. Staff are always available to guide you through the process. However, we recommend using the training options prior to a crisis. This way people will have better understanding of the process without being in the middle of a medical concern.



Written Instructions



Practice Sessions



Training Videos

Remote Training with  
24 hour request

Call Training Support at 908.663.2929 ext. 832 or [training@StationMD.com](mailto:training@StationMD.com) to schedule as needed training  
For any technical issues, contact Technical Support at 908.663.2929 ext. 821





StationMD