



GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT ON DISABILITY SERVICES

Andrew Reese, Director
One Independence Square
250 E Street, SW, Washington, DC 20024
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DDS TRANSMITTAL #22-06

TO: All Developmental Disabilities Administration (DDA) Residential Services Providers

FROM: Department on Disability Services, Health and Wellness Unit

DATE: March 4, 2022

RE: Protocols for DDS Telemedicine Services

The D.C. Department on Disability Services (DDS), Developmental Disabilities Administration (DDA) is partnering with Codice, with services provided by StationMD to expedite medical care and reduce emergency room visits and hospitalizations for people who receive services through DDA. StationMD is a physician practice that uses telemedicine to deliver medical care exclusively to people with intellectual and developmental disabilities (I/DD). This collaboration aligns with District of Columbia's commitment to expand telehealth options for the city's most vulnerable populations during the COVID-19 pandemic and beyond.

The D.C. Department on Disability Services (DDS) releases this transmittal to DDA Residential Providers to outline the minimum requirements necessary to operationalize the StationMD service for persons served in the District of Columbia and Maryland. This service does not replace your agency's protocol for when to activate the Emergency Response System (911) or when to initiate cardio-pulmonary resuscitation (CPR) and the Heimlich maneuver as indicated in the Health and Wellness Standard 5. It is important to note that reporting procedures for entering Reportable Incidents (RIs) and Serious Reportable Incidents (SRIs) remain unchanged. Equally, the requirement for the nurse to give the first dose of any new medication also remains unchanged.



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As a reminder:

Reportable Incidents (RI): An RI is an event or situation involving a risk, threat or actual event that impacts a person's health or safety that includes, but is not limited to:

- a. Emergency relocation
- b. Emergency room or urgent care visit
- c. Emergency unauthorized use of restrictive controls (that are in a category typically approved by DDS, but that have not been approved for use with this person)
- d. Fire
- e. Inappropriate use of approved restraints (no injury)
- f. Incidents involving the police
- g. Medication error
- h. Physical injury
- i. Property destruction
- j. Suicide threat
- k. Vehicle accident
- l. Other

Serious Reportable Incidents (SRI): An SRI is an RI that due to its significance, severity, or repeated instance within a period of time, requires immediate response and notification to DDS/DDA. SRIs include, but are not limited to:

- a. Abuse
- b. Death
- c. Exploitation
- d. Inappropriate use of approved restraints that results in injury
- e. Missing person
- f. Neglect
- g. Repeated emergency use of restrictive controls
- h. Serious medication error
- i. Serious physical injury
- j. Suicide attempt
- k. Use of unapproved restraints
- l. Unplanned or emergency inpatient hospitalization
- m. Other

DDA Residential Providers will be required to enter in MCIS Incident Reporting module if StationMD was utilized during the occurrence of an RI or SRI. And if StationMD recommended transfer to the Emergency Room or to an Urgent Care Facility

Incident Categorization	
<p>*Was StationMD utilized?</p> <p><input checked="" type="radio"/> Yes <input type="radio"/> No</p>	<p>*If yes, Did StationMD refer the person to the ER or Urgent Care?</p> <p><input type="radio"/> Yes <input type="radio"/> No</p>

The following protocols discuss, but are not limited to, DDA provider training requirements; who can initiate StationMD; what information is needed when accessing StationMD; the most common condition changes for which to contact StationMD; and how to clean the StationMD equipment. For questions, please contact Dr. Chioma Nwachukwu, Supervisory Nurse Consultant, chioma.nwachukwu@dc.gov; Titilayo Ilori, Supervisory Nurse Consultant, titilayo.ilori@dc.gov; or Michael Sigelman, H&W Nurse Educator, michael.sigelman@dc.gov.

Provider Training Requirements and Resources

StationMD will be deploying equipment to homes March 14th- 18th 2022. The Primary Contact that each provider agency identified within their Agency Worksheet will receive notification from StationMD the specific date/time they will arrive. Provider Agency Contacts and Nursing staff will be **required** to register and attend virtual training hosted by StationMD. Direct Support Professionals attendance at the virtual training is optional; however, the minimum requirement will be to view StationMD's prerecorded tutorial video located within the "Provider Agency Kit". The provider agency contacts and/or nursing staff will be responsible for ensuring Direct Support Professionals' proof of training is documented in the agency training records. Virtual Training Registration can be found [HERE](#)

If there is another contact for your agency that StationMD should work with, please forward their information to them. The deployment team will be in the home for about 15 minutes and will take every precaution with regards to the spread of COVID-19.

Provider Agency can visit <https://stationmd.com/dcdds/> to access provider agency kit, resource documents and more information/education, including recorded webinars and training videos.

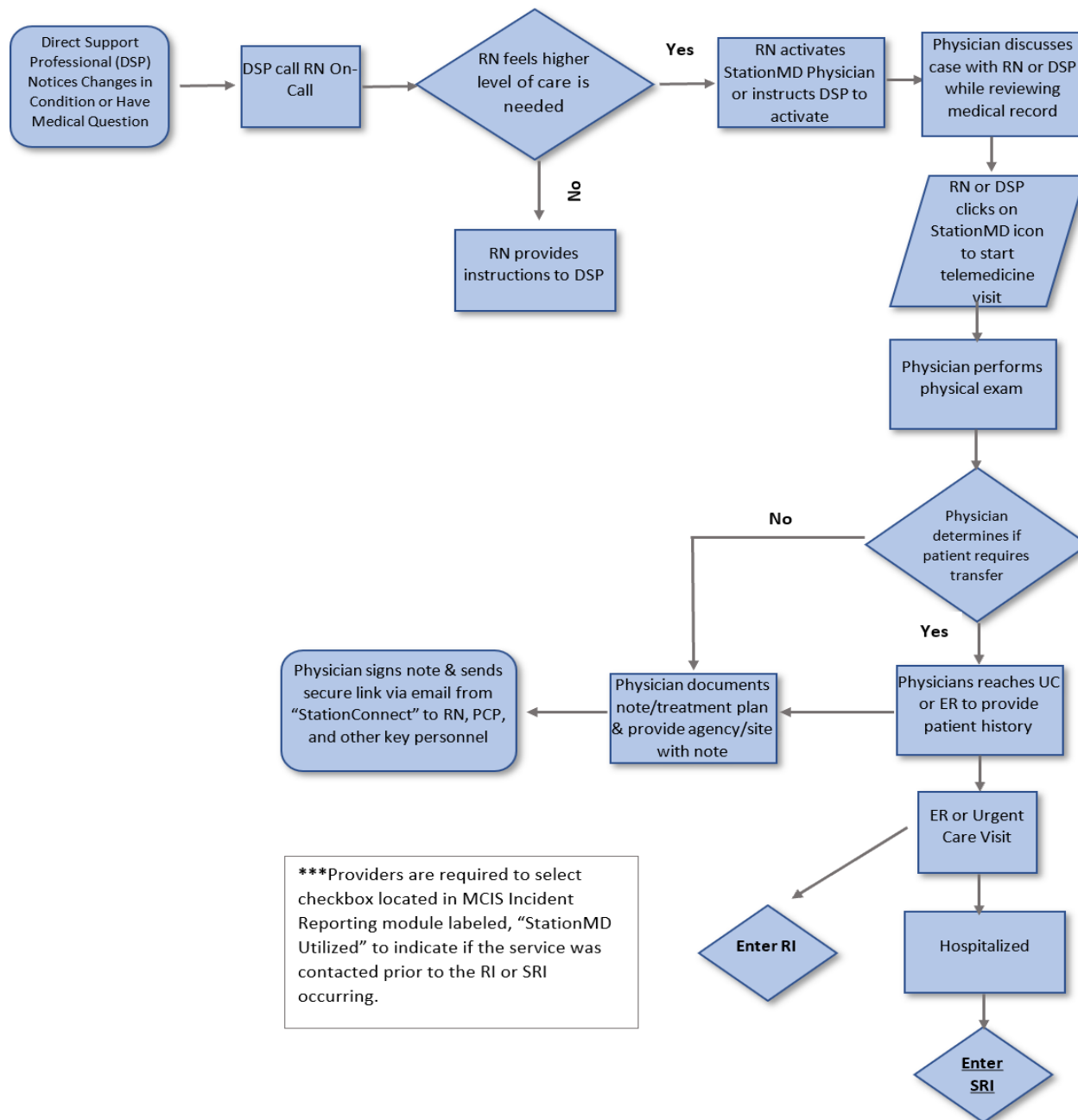
Use of StationMD Telehealth Services

The StationMD telehealth physicians should be contacted when:

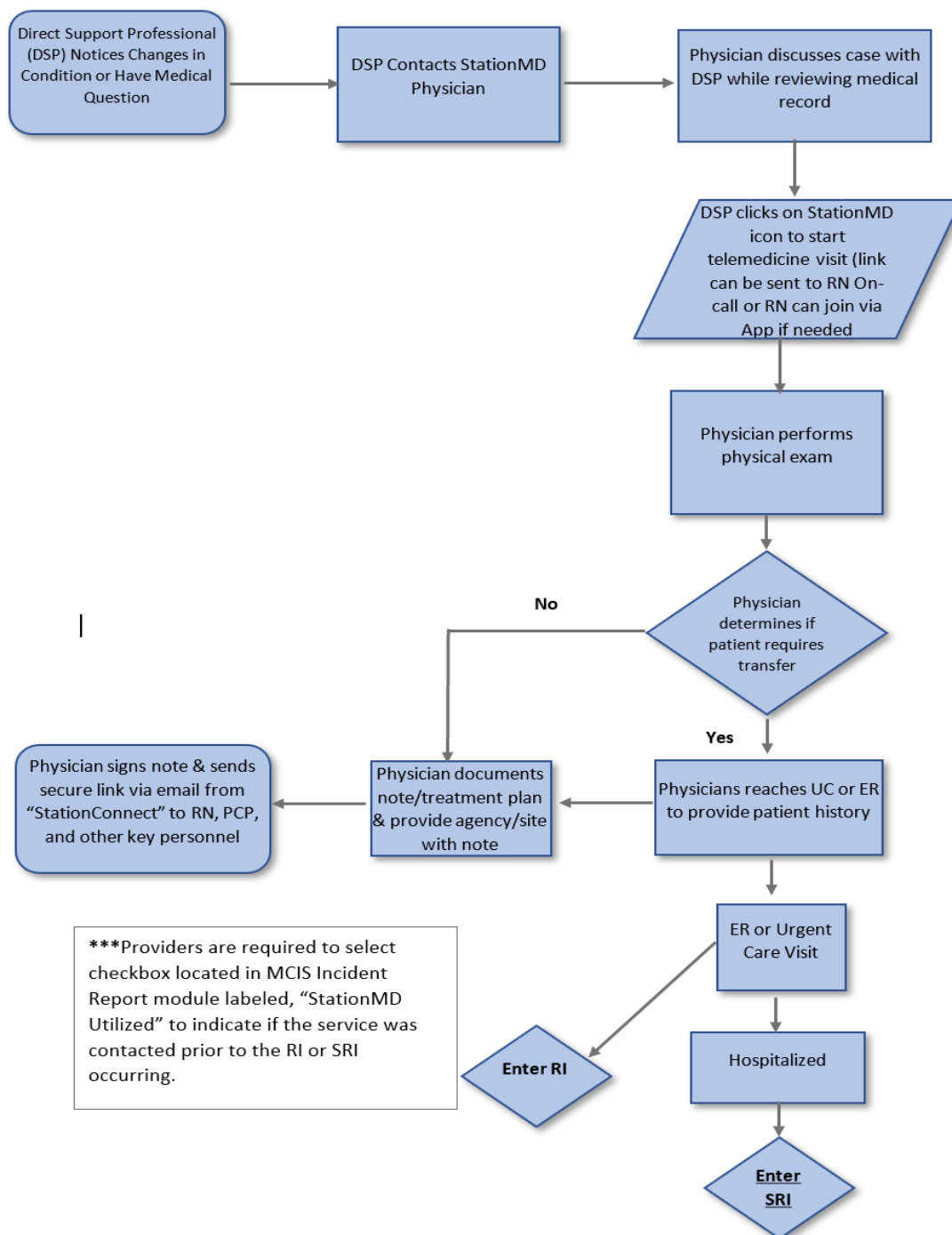
- Any change in condition is noted such as:
 - Abdominal pain/cramps
 - Acid reflux
 - Acute onset edema
 - Arthritis/joint pain and swelling
 - Change in mental status
 - Chest pain without classic heart attack signs
 - Choking incidents
 - Concerning vital signs
 - Coughs/Cold
 - Earaches or drainage
 - Eye infection/irritation
 - Falls
 - Fever
 - Infections - laryngitis, bronchitis, sinusitis
 - Medication errors
 - Menstrual issues
 - Minor allergic reactions
 - Minor behavioral health issues (anxiety, agitation)
 - Minor cuts/scrapes (with or without signs/symptoms of infection)
 - Minor skin injuries i.e. rash, bug bites, irritations
 - Nausea, vomiting or diarrhea
 - Need for new or change in medication
 - New onset immobility/vertigo
 - New or worsening pressure sores
 - Prescription refills
 - Sore throat
 - Urinary tract infection symptoms/catheter issues
 - ***Any concern noted by direct care staff or nurse***

Activation of StationMD Workflows

RN Decides on Activation of StationMD



DSP Decides on Activation of StationMD



Call **1-877-STATMDS (1-877-782-8637)** to reach a StationMD Doctor 24/7

Information Needed When Contacting Physician

Call 1-877-STATMDS (782-8637) then press one (1) to reach a physician

Caller will be asked:

- Name and call back number
- State located and agency name
- Address of the site
- Individual's name and date of birth
- Reason for the call to StationMD-***this should include the symptom(s) the individual is having or your concerns about the individual.*** For example:
 - Fever
 - Fall
 - Low blood sugar
 - Vomiting
 - Cough
 - Rash
 - **DO NOT** give medication adjustment as reason for call-give reason adjustment needed i.e. constipation, lethargic, high blood sugar level
 - Medication administration-please call the RN during normal business hours. Only call StationMD after hours for medication administration.
 - Prescription refill-only use this as reason for call if you are requesting a refill of an existing prescription, **not** if you want a new medication for a new symptom or issue. If for new symptom or issue then give the symptom or issue as reason for call.
- Recent vital signs – Blood pressure, pulse, oxygen saturation, respiratory rate, temperature (if available)

Please note: the StationMD physician may ask clarifying questions about the medical history of the individual during the telemedicine visit.

Telehealth Equipment

The equipment provided for the use of performing a telehealth visit should be cleaned as per the guidelines below. Please note these are guidelines only and all customers should follow their own established procedures in terms of the frequency of cleaning equipment. We do strongly recommend that the types of cleaning solutions recommended below be used in order to ensure the proper functionality of the equipment.

Eko Duo

The DUO should be cleaned between each patient use. Eko recommends that DUO's be cleaned using 70% isopropyl alcohol wipes or solution. Note: DO NOT immerse the device in any liquid or subject it to any high-pressure/autoclave sterilization processes.

Cart

The cart should be cleaned with the same cleaning solutions used to wipe down other surfaces within the agency and with the same frequency.

Tablet

The tablet should be cleaned with a solution that is alcohol and ammonia free similar to Tech Armor Cleaning Wipes (<https://techarmor.com/complete-antibacterial-cleaning-kit-microfiber-cloths-and-20-cleansing-wipes.html>). The tablet should be wiped down with the same frequency that other electronic devices are cleaned within the agency or as needed. We recommend at least weekly. **Please note: the tablet should be turned off when cleaned.**

USB Hub

The USB Hub should be cleaned with a solution that is alcohol and ammonia free similar to Tech Armor Cleaning Wipes (<https://techarmor.com/complete-antibacterial-cleaning-kit-microfiber-cloths-and-20-cleansing-wipes.html>). The USB hub should be wiped down with the same frequency that other electronic devices are cleaned within the agency or as needed. We recommend at least weekly. **Please note: do not wipe inside the ports.**



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Camera

The camera should be cleaned with a solution that is alcohol and ammonia free similar to Tech Armor Cleaning Wipes (<https://techarmor.com/complete-antibacterial-cleaning-kit-microfiber-cloths-and-20-cleansing-wipes.html>). The camera should be wiped down with the same frequency that other electronic devices are cleaned within the agency or as needed. We recommend at least weekly.

Keyboard

The keyboard should be cleaned with a solution that is alcohol and ammonia free similar to Tech Armor Cleaning Wipes (<https://techarmor.com/complete-antibacterial-cleaning-kit-microfiber-cloths-and-20-cleansing-wipes.html>). The keyboard should be wiped down with the same frequency that other electronic devices are cleaned within the agency or as needed. We recommend at least weekly.

This service is an exceptional supplement to have in addition to primary care. DDS is receiving outstanding reviews from the residential provider agencies that have accessed this service to date in other states across the country and hopes that staff/providers, and the individual/families find this service to be beneficial.

Please feel free to reach out dc-dds@stationmd.com or 908-663-2929 x830 with any questions about the services.