

Addressing Health Disparities through Telehealth for At-Risk Populations



CONNECT. EMPOWER. INSPIRE.





Increasing Access to Health Services via Telehealth

For People with Intellectual Disabilities, Autism and Related
Disabilities

Georgetown County Board of Disabilities and Special Needs

Elizabeth Krauss, Executive Director

Ability Beyond Barriers (Horry County)

Allan Cornell, Executive Director



CONNECT. EMPOWER. INSPIRE.



Why telehealth for people with disabilities?

Who we serve...



CONNECT. EMPOWER. INSPIRE.



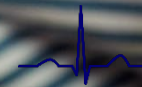
Many people with I/DD have no choice but to go to the ER

- High-risk/multiple comorbidities

- Lack of access to medical care otherwise

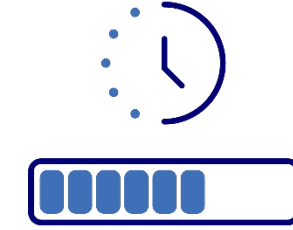
- Regulatory requirements

- Primary doctor lacks immediate availability





Emergency Room Experience



For Individuals with IDD

- Frightening experience
- Exposure to infection
- Disruption of routine
- Missed medication
- Trauma of transport



For Staff & Caregivers

- Increased job/home stress
- Worsening staff shortages
- Time spent in ER
- Sleep deprivation
- Exposure to infection



CONNECT. EMPOWER. INSPIRE.



telehealth, the individuals we support were “Superusers of EMERGENCY ROOMS” !

- We could not determine if a person was sick or injured and our default for the “sniffles” was the emergency room.
- We needed a physician’s assessment to ensure we receive a proper diagnosis and treatment regardless of the illness or injury.
- Our staff had to accompany individual’s to the ER at a cost of overtime, calling in replacement staff.
- Telehealth became the solution for better care, immediate care, 24/7 without leaving the home.



CONNECT. EMPOWER. INSPIRE.





StationMD

Telemedicine for Individuals with Intellectual
& Developmental Disabilities

**StationMD: Your 24/7 Access to I/DD Specialized
Physicians**

**Helping People with I/DD Thrive
in the Community**

About StationMD's Telehealth for Individuals with I/DD

- Founded by emergency room doctors
- All Clinicians are specially trained to care for people with IDD
- Station MD serves 22 state and has performed over 100,000 telemedicine visits with individuals with IDD.
- Winner of the 2022 Leadership Award from The American Association on Intellectual and Developmental Disabilities (AAIDD)
- Preferred healthcare partner for major I/DD support and service providers



CONNECT. EMPOWER. INSPIRE.



How it helps:

Overcomes geographic and
transportation barriers
Improves Health Outcomes

**Supports High-Needs,
High Risk population**

**Advances value-based
care and unnecessary
healthcare utilization
which supports Medicaid
cost-containment.**



CONNECT. EMPOWER. INSPIRE.



Overcoming barriers for people with disabilities

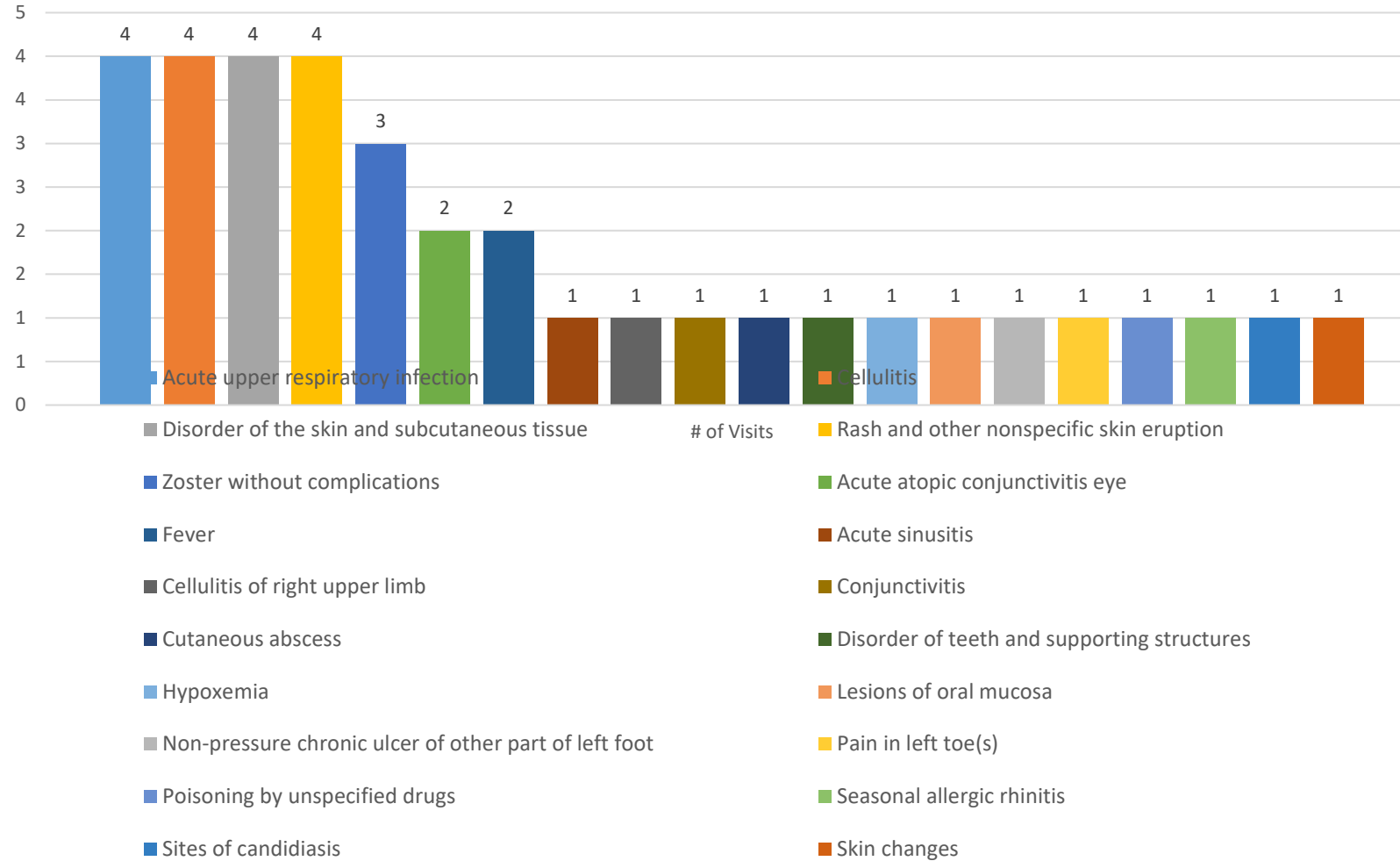
- Individuals with disabilities experience significantly higher rates of co-occurring medical and behavioral health conditions
- Station MD brings timely care in the individual's home or as they travel.
- Avoid costly ER Visits
- 24/7 service in their own home



CONNECT. EMPOWER. INSPIRE.



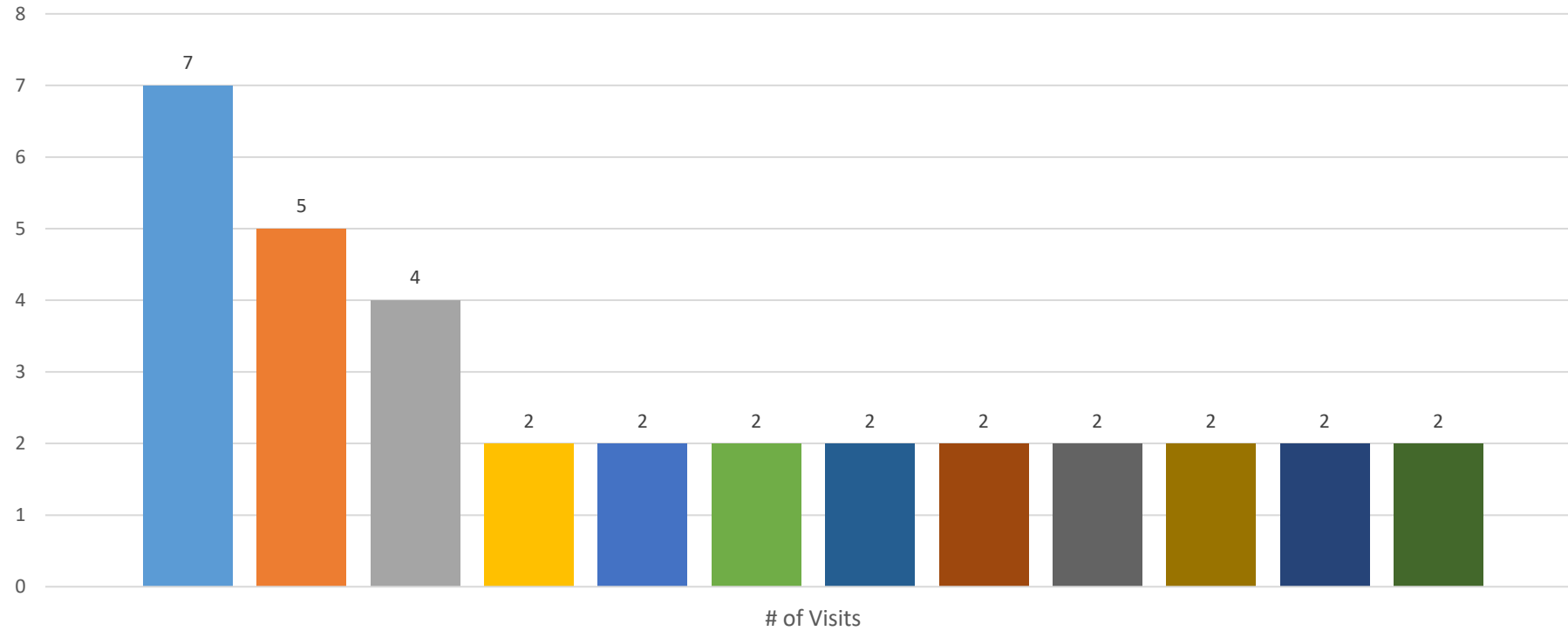
Horry County 2025 Top 20 Diagnosis



CONNECT. EMPOWER. INSPIRE.



Georgetown County 2025 Top 20 Diagnosis



- Urinary tract infection
- Rash and other nonspecific skin eruption
- Cellulitis
- Abnormal findings in urine
- Acute upper respiratory infection
- Altered mental status
- Conjunctival hemorrhage, left eye
- Edema
- Hematuria
- Hemorrhoids
- Injury of head, initial encounter
- Tinea pedis



CONNECT. EMPOWER. INSPIRE.



Reasons support staff call StationMD



“Everyday” questions:

- I gave a medication at the wrong time, what do I do now?
- The person I support is almost out of seizure medication, can I get a refill?
- The person I support has a cough, could this be serious?
- The person I support has elevated blood pressure, what do I do now?

“Potentially Serious” questions:

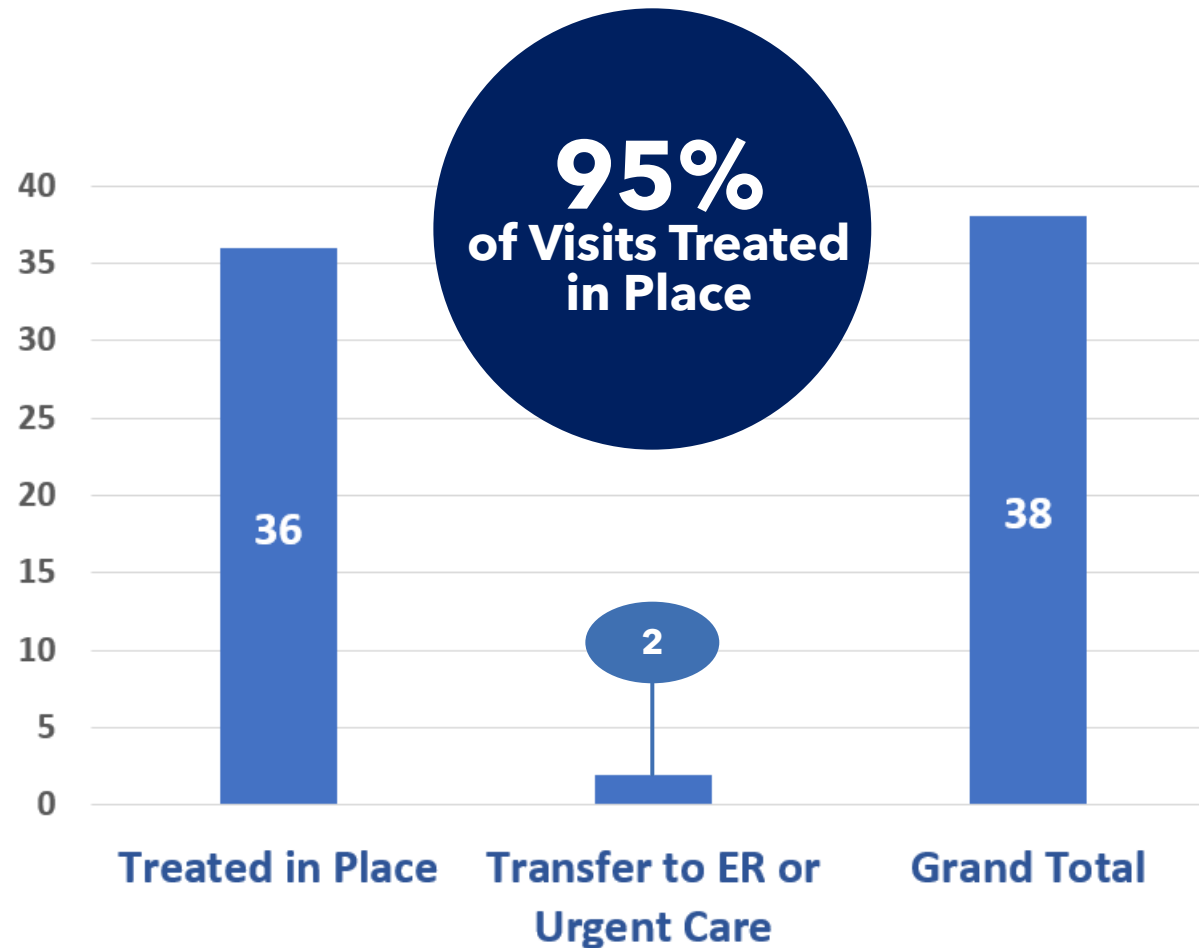
- Someone I support fell and hit their head, do I need to go to the ER?
- The person I support keeps vomiting, is this an emergency?
- When should I worry about a fever?
- The person I support is acting like they're in pain, how do I know if it's serious?



CONNECT. EMPOWER. INSPIRE.

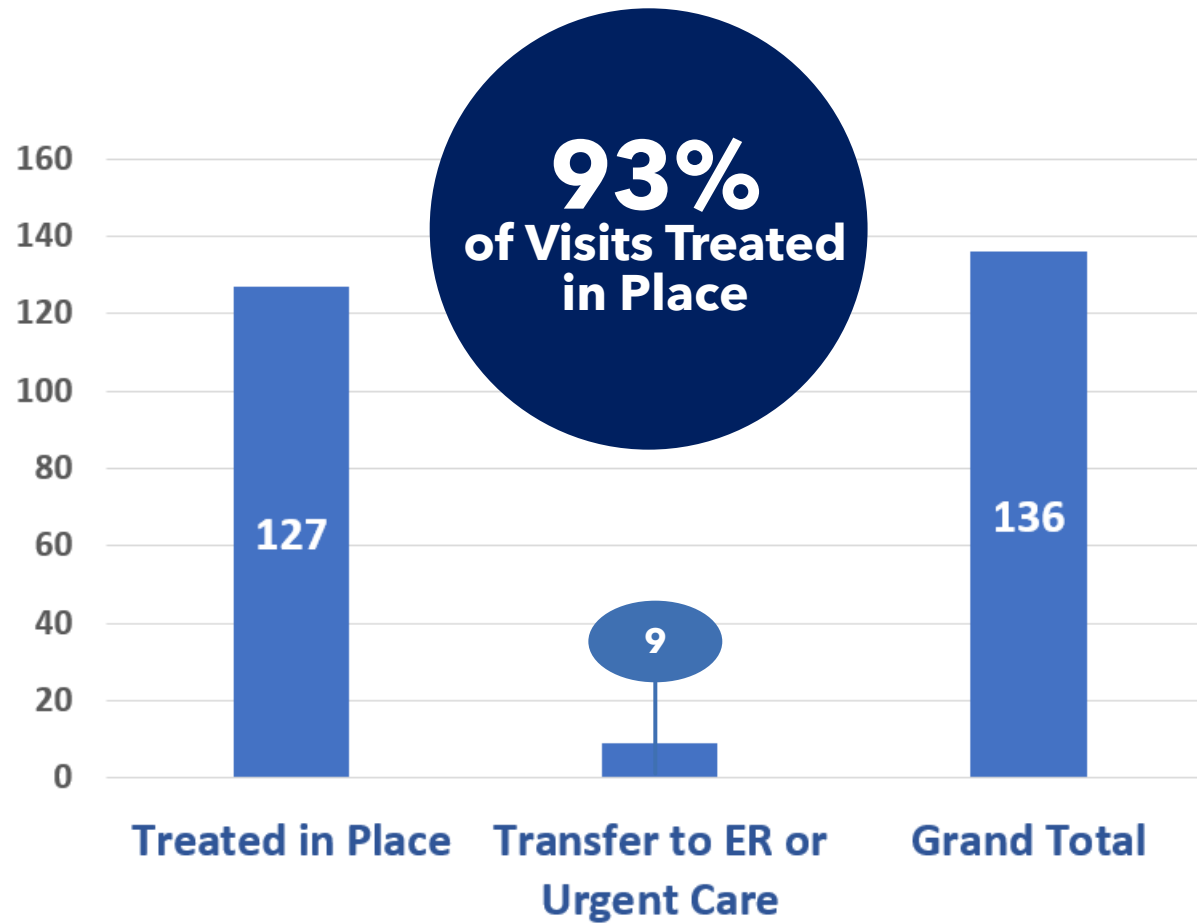


Horry County Visit Outcomes YTD



StationMD helps avoid unnecessary trips to the ER or Urgent Care resulting in improved patient outcomes and cost savings.

Georgetown County Visit Outcomes (2024)



StationMD helps avoid unnecessary trips to the ER or Urgent Care resulting in improved patient outcomes and cost savings.

“It’s just their behavior!”

VanPuymbrouck and Magasi (2024) define normalization of disability discrimination (NODD) as “everyday clinical policy or provider practices that exclude, marginalize, degrade, disrespect, and put disabled people at risk for inadequate or incompetent care” (p. 4) and a familiar experience shared by disabled people across healthcare contexts



CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.





CONNECT. EMPOWER. INSPIRE.



Questions?



CONNECT. EMPOWER. INSPIRE.

