

What is COORDINATED CARE?

Coordinated care recognizes that cancer is a complex disease, from the doctor's appointments, medications and treatments involved, to the support and follow-up required, and the questions patients need answered. This comprehensive, well-orchestrated care model is designed to ensure that patients' medical needs are met in a seamless fashion. Care managers are at the heart of this model and are dedicated to orchestrating the patient's schedule, communication, education and follow-up, 24 hours a day, 7 days a week.

What is a CARE MANAGER?

Care managers at Cancer Treatment Centers of America® (CTCA) are registered nurses with cancer care expertise who serve as the point persons on most aspects of our patients' treatment journey.



As liaisons between patients, their caregivers and their care teams, care managers are the common thread holding the pieces together.

Care managers **handle the logistics** of the patient experience. Whether it's scheduling appointments, filling prescriptions, coordinating treatment visits or explaining the process, care managers help educate the patient, gather necessary information and make sure patients' questions are answered.

The care manager is like having a personal nurse when you're going through treatment.

– Jodi Klemm, Care Manager, CTCA® at Western Regional Medical Center in Arizona

What does a CARE MANAGER do?

As a key member of the cancer care team, the care manager communicates with patients, doctors, other clinicians and caregivers, working to make sure everyone is on the same page and that the treatment journey runs as smoothly as possible.

SERVICES THAT CARE MANAGERS PROVIDE INCLUDE:



Coordinating and filling medications



Collecting medical records



Following up on lab results



Consulting daily with the care team to review and discuss the patient's treatment plan, medications and other needs



Providing social work assistance with issues such as: crisis management, disability applications, medication payment, community resources



Educating patients on cancer type and potential side effects



Helping to fill out paperwork (i.e. disability, medical leave)



Scheduling doctor appointments



Helping to anticipate and **manage side effects**



Answering questions and addressing concerns



Staying in touch with patients after they leave for home



Providing support 24/7

Benefits of COORDINATED CARE



CONVENIENCE

Cancer is a complex disease that requires scheduling and coordination of numerous doctor visits, diagnostics, treatments, etc. Care managers keep track of it all, and strive to make sure nothing falls through the cracks.



THE CANCER JOURNEY EXPLAINED

Whether it's understanding medical jargon, interpreting doctors' directions or knowing what to expect from treatments or possible side effects, care managers are there to help patients navigate the many facets of the cancer journey and answer any questions that may come up.



ONE POINT OF CONTACT

Having a care manager means that patients have one point of contact for all questions and concerns.

Care managers coordinate communication and appointments among the care team, striving to avoid lapses in care and serving as the one constant who keeps everyone in touch, up to date and on the same page.