

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 that patients’ 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?

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

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 journey runs as smoothly as possible.

SERVICES THAT CARE MANAGERS PROVIDE INCLUDE:

- Consulting daily with the care team to review and discuss the patient’s treatment plan, medications and other needs
- Coordinating and filling medications
- Providing social work assistance with issues such as crisis management, disability applications, Medicaid, hospice, home care, community resources
- Helping to fill out paperwork (i.e. disability, medical leave)
- Collecting medical records
- Following up on test results
- Answering questions and addressing concerns
- Helping to anticipate and manage side effects
- Providers
- Scheduling doctor appointments
- Staying in touch with patients after they leave for home

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 when 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 teams, driving in alignment for care and serving as the one constant who keeps everyone in touch, up-to-date and on the same page.