**Care Management**

**What is care management?**

Care management is a team led by a Registered Nurse (RN) case-manager and a Social Worker. They will partner with you, your family, your doctor, bedside nurse and other care providers to improve the coordination of your hospital stay (or that of a loved one) and to prepare a safe discharge. The team will begin working on your transition for a safe discharge as soon as you are admitted to the hospital.

Please share your concerns and questions with your care team. It is important to remember that the team is not complete without your voice!

**What services does the care management team help to coordinate before and after I leave the hospital?**

The care management team work to connect you with services and agencies that can support you or your loved one during the hospital-stay and after discharge. This includes:

- Working with your insurance carrier for coordination of your benefits and obtaining authorizations for your hospital stay
- Counseling related to how illness, disability and grief can impact you and your family
- Problem-solving with you on social and financial barriers that impact your medical care
- Providing community resources information and referrals
- Connecting you with the following services as needed:
  - Hospice
- Home care services such as: visiting nursing, physical therapy, occupational therapy, speech therapy and private duty nursing)
- Out of hospital placement referrals including skilled nursing facilities and acute rehab facilities
- Infusions at home (IV's and tube feeding) after discharge
- Durable medical equipment (wheelchairs, oxygen, medical supplies)

If you have questions or concerns that are not listed here, your care management team can connect you with the appropriate resource to get you the answers you need.

Disclaimer: This document contains information and/or instructional materials developed by the University of Michigan Health System (UMHS) for the typical patient with your condition. It may include links to online content that was not created by UMHS and for which UMHS does not assume responsibility. It does not replace medical advice from your health care provider because your experience may differ from that of the typical patient. Talk to your health care provider if you have any questions about this document, your condition or your treatment plan.

Author: Department of Care Management

Patient Education by University of Michigan Health System is licensed under a Creative Commons Attribution-NonCommercial-ShareAlike 3.0 Unported License. Last Revised 11/2016