

# Department of Pediatrics

## Pediatric, Adolescent and Young Adult Medical Home

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### Case Management

- Assistance to achieve your self-care goals
- Assurance that your care plan will give you the best possible recovery in the shortest time
- Help you and your family make informed health care decisions
- Reinforcement of medical information and/or diet, activity, medication instructions
- Assistance to take control of your healthcare and to make decisions that positively affect your health

### Services Not Provided

- Transportation by the case Manager
- Home Care Services
- Delivery of Equipment, papers, ect.

Pediatric, Adolescent and Young Adult  
1 Jarrett White Road  
Tripler Army Medical Center

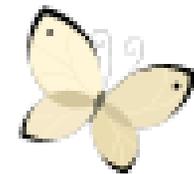
# TRIPLER ARMY MEDICAL CENTER



## Pediatric, Adolescent and Young Adult Medical Home



## Nurse Case Management



## What is Case Management?

- The Nurse Case Manager (NCM) are a team of health care professionals who help you and your family solve complex medical and health related, educational and social needs. The case manager is your team coach.
- We are an integral part of the **Pediatric, Adolescent and Young Adult-Patient Centered Medical Home**.
- You and your team work out a plan to help you gain control of your illness, injury, and other health issues as soon possible.
- The goal is to help smooth your trip

## Who is Eligible for Case Management?

Usually people with medical issues that require complex care coordination. Some examples of patients who could benefit from the care of a NCM include those dealing with cancer, severe Parkinson's disease, uncontrolled diabetes, or other significant disability requiring help with care coordination. **Your participation is voluntary.**

## Who WILL I Work With as a Nurse Case Manager?

We have two caring and competent nurse case managers in the Pediatric, Adolescent and Young Adult Patient Centered Medical Home.

You will work with the nurse case manager who is assigned to your care team.

## Will My Provider be Informed of These Plans and Services?

Your provider and other health care staff are part of the care team that helps you make educated plans and decisions about your health goals. The case manager will write out a care plan based on those goals, but they will be continually reviewed and updated by your team. Don't forget this includes *you and your family!*

## How Long Will Nurse Case Management Services Last?

Some patients require help for an extended period of time, even for life. Most patients however, will not need help once they have achieved their goals. Services are stopped when you and your care team decide they are no longer necessary.

Case management can be restarted at a later time if needed

## What Will These Services Cost Me?

Case management services are a covered benefit in your health care plan and is an important feature of our Pediatric, Adolescent and Young Adult Patient Centered Medical Home. There is no additional charge for this service no matter how long it is needed.

## As a Participant in the Case Management Program, You Have The Right to:

1. Be cared for with courtesy and respect.
2. Be told about your health care problems
3. Be told how your problems are usually treated and share in the planning.
4. Be told what you can expect from treatment.
5. Agree to your treatment.
6. Refuse any part of your treatment.
7. Be counseled about what complications could occur if you refuse a treatment.
8. Privacy.
9. File a complaint if you feel your rights have been denied.

## As a Participant in the Case Management Program, You Have The Responsibility to:

1. Treat the case manager with courtesy and respect.
2. Ask questions about any part of the care you do not understand.
3. Discuss with the case manager about other health Problems you have had in the past.
4. Talk to the case manager about other health problems you have had in the past.
5. Inform the case manager about all medications and remedies you are using.
6. Follow through on shared goals and recommendations.
7. Let the case manager know if you are having problems following any instructions.