

## **PATIENT GUIDE TO CASE MANAGEMENT**

The government has established a Case Management program to help active duty and retired service members and their families to understand and access the healthcare system. At Womack Army Medical Center, the Case Managers are available in the Emergency Department and most clinics.

### **DEFINITION**

Case Managers assist patients and families in coordinating their healthcare services. Case Management services include assisting patients with referrals to specialists, hospitals and other agencies such as home health, hospice or medical equipment companies. The goal of the Case Manager is to help a patient or their family to achieve skills that allow them to become more involved with their own healthcare decisions.

### **THE ROLE OF CASE MANAGER**

Case Managers are registered nurses who work with the medical staff and patient to arrange care in the hospital, at home or in the community. The Case Manager will also provide information about the most appropriate services while keeping costs to the patient at a minimum.

## **CASE MANAGERS DO NOT MAKE DIAGNOSIS OR TREATMENT DECISIONS.**

The Case Manager will assess a person's needs; create a plan of care; educate the patient and their family, and help the individual to make the best decisions they can about their healthcare needs.

### **REASONS YOU MAY BE REFERRED TO CASE MANAGEMENT**

Your Provider may refer you or one of your family members to talk to a Case Manager.

Case Management may be helpful if you have:

- Chronic or multiple health problems
- A serious or terminal illness
- More than one Provider for different specialties
- Lack of family or community support
- Difficulty following your Provider's plan of care

Case Managers may assist you in obtaining:

- Home Health Services
- Hospice Services



- Occupational, Physical or Speech Therapy Services
- Medical equipment, i.e. wheelchairs, oxygen, etc
- Use of the TRICARE/Health Net system

### **REFERRALS TO CASE MANAGEMENT SERVICES**

Your Provider, the leader of your health care team, may refer you to a Case Manager. Many patients and their families may also request to speak with a case manager to utilize their assistance or knowledge.

Case Managers are available in the following clinics or areas:

- Joel Health Clinic
- Robinson Health Clinic
- Clark Health Clinic
- Pope Health Clinic at Pope Air Force Base
- Emergency Department
- Family Practice Clinic
- Internal Medicine Clinic
- OB-GYN Clinic
- Pediatric Clinic
- TBI Clinic
- Orthopedic Clinic
- Behavioral Health



# THE CASE MANAGEMENT PROGRAM

## Keys to Case Management:

- Coordination
- Monitoring of Service Delivery
- Advocacy
- Evaluation
- Reassessment
- Closure or Repeat the Cycle



## **HOW TO CONTACT THE NURSE CASE MANAGERS:**

### General Information:

#### **Administrative Assistants**

(910) 907-6905

(910) 907-6233

### Specific Information:

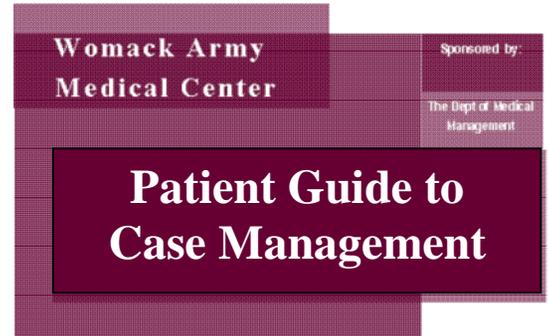
#### **Department Chief**

(910) 907-8586

#### **Senior Case Managers**

(910) 907-1054

(910) 907-6255



**Medical Management... empowering  
independence; managing healthcare  
...planning for excellence.**

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