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WHAT IS CASE MANAGEMENT

Case Management involves a team of health care professionals who help you and your family solve your medical, educational, and social needs. The case manager is your team coach. You and your team work out a plan to help you gain control of your illness, injury, or situation as soon as possible. You will also plan with them to get the right help for what you need as you improve. The case manager will oversee the plan with you to be sure it continues to meet any change in your health status. The goal is to help smooth your trip through the maze of medical care.



**Case Manager
Inpatient/Outpatient**

Case Management Program



WHO IS ELIGIBLE FOR CASE MANAGEMENT?

Beneficiaries who are eligible for Care at the Osan Military Treatment Facility

DOES CASE MANAGEMENT SERVICES COST ANYTHING?

Case management services are free and as a covered benefit service of the hospital. There is no additional charge and no billing to your insurance for this service.

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CASE MANAGEMENT **DEFINITION**

Case Management is a dynamic and systematic collaborative process that includes your health care team. Services provide a professionally licensed provider, such as a nurse or social worker. The Case Manager assesses, plans, coordinates, implements, monitors, advocates for, and evaluates the options and services required to meet an individual's unique health care needs.

WHAT ARE THE BENEFITS?

Case Management is recognized as an essential component to optimize services that can enhance clinical and resource efficiency and to improve quality of care. They support patients through transition of care; decrease fragmentation of healthcare services; and support safety, education, and self-determination by establishing an active partnership with patients, their families, PCM and other health care providers.

HOW LONG WILL CASE **MANAGEMENT SERVICES BE** **PROVIDED?**

Some people require help for an extended period of time, or throughout one's lifetime. Many people will not need help once they have achieved their goals. These goals are the ones you set with your case management team. Services are stopped when you and the team decide they are no longer necessary and/or helpful. Case management can be restarted at a later time if needed.



AS A PARTICIPANT IN THE **CASE MANAGEMENT** **PROGRAM, YOU HAVE THE** **RIGHT TO:**

- ❖ Be cared for with courtesy and respect.
- ❖ Be informed on how your problems are usually treated and share in the care plan
- ❖ Agree to your treatment
- ❖ Refuse any part of your treatment
- ❖ Be counseled about possible complications if treatment is refused
- ❖ Privacy
- ❖ File complaint
- ❖ Be discharged at any time you wish from the case management program

AS A PARTICIPANT IN THE CASE **MANAGEMENT PROGRAM, YOU** **HAVE THE RESPONSIBILITY TO:**

- ❖ Treat the case manager with courtesy and respect
- ❖ Ask questions about your care
- ❖ Discuss with the case manager any changes in your condition
- ❖ Talk to the case manager about your health history
- ❖ Inform the case manager on all medications/remedies you are using
- ❖ Follow through on shared goals and recommendations
- ❖ Inform the case manager if you do not understand instructions
- ❖ Let the case manager know if you decide not to follow the plan of care