

# Holy Cross Health Partners Team-Based Care

## Supporting You on Your Journey to Health



Holy Cross Health Partners' Care Management Program provides a team-based approach to patient care for those who have Traditional Medicare (fee for service). A team of nurses, pharmacists, and other members of your care team, work together with you and your primary care provider to provide a personalized treatment plan and access to resources to help you stay well.

### What do care managers do?

- Explain your health condition(s), treatment options, and medications.
- Help you navigate programs and services that will provide comprehensive care for your specific health needs.
- Answer your healthcare questions.
- Provide you with symptom management strategies and health education.
- Assist with setting goals and provide encouragement as you work towards them.
- Provide support for challenging situations including end-of-life.
- Help you understand and adjust to any new treatment needs following the discharge from an emergency room visit.
- Help you improve your quality of life with better management of your condition(s) or situation.

### How does it work?

When you enroll, a nurse care manager will call you to discuss your situation. Together, you will create a care plan that includes shared goals and action steps to help you manage your condition(s) and/or improve your situation. Your care plan can be changed at any time. A typical program lasts 2 to 4 months, until you can manage on your own or you until you decide to leave the program.

### What do I have to do?

- Agree to participate in the program (it is FREE).
- Do your best to follow your care plan.
- Ask questions when you do not understand.

If you think the Holy Cross Health Partners' Care Management Program is right for you, talk with your primary care provider to see if you are eligible.

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