

Intermountain Care Management: Helping you get the care you need

What is care management?

Care management helps patients with complex medical needs find ways to overcome problems that may be keeping them from getting the care they need. Participation is free of charge.

How can care management help me?

The goal of care management is to improve your quality of life. To do that, care managers adapt services to fit to your needs. For example, a care manager may:

- **Learn about your needs.** Your care manager will discuss how and when to meet, and make a plan that works with you.
- **Create a care plan.** A care manager will work with you to figure out a plan for solving problems and making life easier for you and your family.
- **Coordinate your care.** A care manager can help you and your healthcare providers communicate and work together. They can also help you arrange for transportation to appointments, manage your medication, and schedule preventive care.
- **Connect you to resources.** Depending on your needs, a care manager can help you:
 - Understand your insurance and complete paper work
 - Connect with people or agencies in your community and online
- **Follow up to make sure your needs are met.** A care manager will check in with you regularly to make sure your care plan is working and your quality of life is improving.



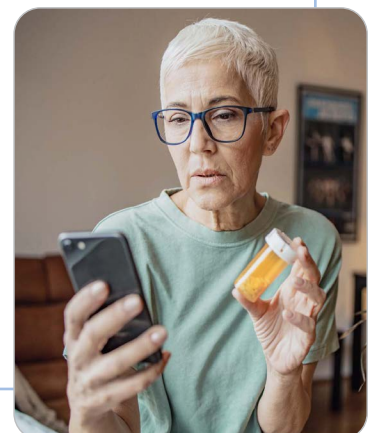
Learn more!

If you or someone you know might benefit from care management services, ask your doctor or call the clinic for a referral.

You can expect sensitive, professional help to meet your health challenges. Intermountain care managers will honor your confidentiality and will strive to help you live well.

"Having a care manager made a big difference in my care. She helped turn a confusing and complicated situation into a clear and manageable one."

— Rose, Care Management participant



Who is on your care management team?

Care management teams include **registered nurses, healthcare providers, pharmacists, social workers, and care coordinators.** A care coordinator is a person who can help you arrange your healthcare needs.

What do I need to do?

You are the most important member of your care management team.

To get the best possible results, you are expected to:

- Meet with your care team regularly. Meetings may take place over the phone, virtually, or in-person.
- Follow their suggestions to the best of your ability.
- Be honest when you can't follow through on your team's suggestions. They may be able to help you figure out a solution.



Questions for my healthcare provider

Intermountain Healthcare complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Se proveen servicios de interpretación gratis. Hable con un empleado para solicitarlo. 我們將根據您的需求提供免費的口譯服務。請找尋工作人員協助。