CHICAGO HEALTH COLLEAGUES

Care Coordination Services

Do you have patients who may need extra guidance and support?

Consider referring patients with:

- Multiple chronic conditions
- Uncontrolled illness (diabetes, uncontrolled asthma)
- Cancer diagnosis
- Frequent or unnecessary ED utilization
- Trouble with medication adherence, transportation to appointments, or picking up medications

Palos Health's Care Coordinators can assist you and your patients at no cost to you or the patient!

Care coordination nurses can help patients by:

- Providing ongoing patient and caregiver education
- Scheduling physician appointments
- Performing medication reconciliation after hospital discharge
- Identifying barriers to care and connecting patients with needed community resources
- Referring to chronic disease management resources
- Reviewing health maintenance and closing care gaps

Care coordinators can make a difference!

Call: 708-827-CARE or refer through Epic or Palos Link

(Over for more info…)

CHICAGO HEALTH COLLEAGUES

Care Coordination Services

How does it work?

- Refer a patient by phone or in-basket message care coordination through Epic or Palos Link. (Search: *P care coordination* in the message recipient field)
- Care coordinators call the patient to evaluate the patient for care coordination services.
- Based on their initial evaluation, the care coordinators determine if and how they may be able to help. They spend time talking to the patient to identify patient goals and then call the patient at regular follow-up intervals (e.g. weekly, monthly).
- Patients can then also call to speak to a care coordinator by calling 708-827-CARE (2273).
- All care coordination encounters are documented and can be viewed in Epic or Palos Link.
- Care coordinators may also contact you or your office for more information and to keep you updated on any changes.

Examples of resources and topics care coordinators utilize to help patients and their physicians:

Care Coordination
AIDS Related Services
Adult Day Care
Bereavement Resource List
Cancer Resource Guide
Caregiver's Support - Resource Guide
Community Resource Book
Comprehensive Rehabilitation Facilities
Counseling Services
Food Pantries
Home Delivered Meals
Home Health Care Services
Home Services Placement Agencies
Homecare Services Agencies - Hourly
Hospice Providers
Medicar Services
Nursing Homes with Dialysis
Palliative and Supportive Care
Pharmacy Resources
Physicians Who Make House Calls
Shelters - Homeless
Skilled Nursing and Rehabilitation Facilities
Substance Abuse Treatment Resource
Support Hotlines
Transportation Options
Universal Respiratory and DME Order Form
Waiver SNF Facility List for Next-Gen ACO
Waiver SNF Next-Gen Education
Waivers Providers for NGACO

You or your office staff can easily refer a patient for care coordination services.

Call: 708-827-CARE or refer through Epic or Palos Link