
Working with a Case Manager

Dealing with a complex health condition can be challenging. You likely have some questions and concerns. You and your family may be unsure of the next steps to take in your care. And you may be wondering how to find services in your area. Your case manager can help guide you through this journey. They can play a vital role in helping you manage your condition and treatment.

What is a case manager?

A case manager is a key part of your healthcare team. Their role is to make sure you get the medical care, support, and community services that you need. They can talk to your healthcare providers for you and make sure you understand your treatment options. They can also connect you with helpful local resources.

Depending on where they work, a case manager may go by another name, such as:

- Care manager
- Patient navigator
- Care coordinator

Some case managers may be registered nurses. Others are social workers. But their goal is the same: To help you manage your health condition and get you the right care and services.

How can a case manager help me?

The exact role of a case manager will vary. This will depend on the healthcare system they work for. But they can do a lot of things to help you, such as:

Coordinate your medical care

A case manager can make sure that your care and treatment stay on track by:

- Helping you with discharge planning
- Helping you transition to a rehab facility or back to your home
- Helping to schedule follow-up appointments with your primary care provider and specialists
- Dealing with your insurance company and advocating for coverage for the care you need
- Communicating with the rest of your healthcare team to make sure you are getting the correct care
- Working with you, your family, and your healthcare providers to create a plan for your care. This may include medical treatments, therapy, and support services.

Help you manage your condition and treatment

A case manager may provide you with support and education by:

- Helping you and your family understand your health condition and treatment options
- Helping you manage your medicines and understand any changes that occur in your medicines
- Helping you and your family learn how to manage your condition and your symptoms at home
- Making sure you and your family know when you need to get medical care
- Listening and offering advice and guidance
- Offering emotional support to you and your family

Help you get services in your community

A case manager knows about many different local agencies and community resources. They can reach out to them for you to:

- Connect you to healthcare services in your area
- Find local mental health services or support groups for you and your family members
- Find community resources to help you with other problems you may be having, such as:
 - Not having enough food
 - Getting housing
 - Finding reliable transportation
 - Getting medical equipment
 - Finding childcare
 - Dealing with money issues