THE RIGHT CARE AT THE RIGHT TIME

The primary care physician is the central, crucial element of better care coordination. Our approach improves patient-family dynamics and empowers families throughout the continuum of care. It’s about providing the additional support patients need without leaving home, work or school.

This approach includes clinical expertise as well as the support of a social worker to address family life issues that may impact health. These programs should be viewed through patient eyes as an extension of their primary care physician practice.

Current Care Management offerings include:

- Care Management Program
- Pharmaceutical Program
- Pediatric to Adult Transitions of Care Program
- Health Literacy and Family Engagement Program
Care Management Program

By your side for ongoing support.

Our care management services are designed to provide the additional support your patients need without leaving home, work or school.

Our Services
Registered Nurses and Social Workers work directly with patients to:

- Connect them to resources in their communities
- Reduce readmission rates
- Reduce unnecessary emergency room visits
- Reduce gaps in care
- Manage high-risk conditions

Referral Criteria
- Services will be available for Pediatric Alliance ACO-attributed patients only.
- The Care Management team may engage your patients for services based on healthcare information.

How to Enroll
- Physicians must complete a care management referral form and fax it to 214-456-2944.
- A member of the Care Management Team will contact the family to evaluate the child’s medical needs and enroll the patient into the program.
- For additional questions, please call 855-456-6922 or email mycm@childrens.com.
Pharmaceutical Program

By your side for safer, more effective medication.

A licensed pharmacist serves as a personal consultant to physicians and caregivers – from education, medication adherence and consolidation to finding programs to lower the cost of prescriptions.

Our Services
- Medication reconciliation and review of patients taking multiple medications
- High-risk patient medication review for duplicate or contraindicated medication combinations
- Review missing laboratory results for medications ordered
- Encourage the use of generic alternatives for less expensive medications
- Connect families to pharmacy assistance programs

Referral Criteria
- Services will be available for Pediatric Alliance ACO_attributed patients only.
- A pharmacist may contact the physician to discuss medications.

How to Enroll
- Physicians must complete a care management referral form and fax it to 214-456-2944.
- To reach the Pharmaceutical Team, please call 855-456-6922.
Pediatric to Adult Transitions of Care Program

By your side for growing care.

The Office of Patient Transition aims to support the effective transition of teenagers and young adults with chronic conditions and special needs to appropriate adult health care.

Our Services

• Facilitate transition of care, based upon evidence-based standards, national best practices and literature
• Assist clinical programs in customization and development of transition processes
• Offer health care providers transition readiness education and resources to assist patients in building management skills to optimize their health and independence in adulthood

Contact Us

• For more information, please call the Office of Patient Transition at 214-456-8264.
By your side for supporting families.

The Children’s Health Literacy and Family Engagement department partners with parents, caregivers, doctors, nurses, school teachers and health and wellness advocates to ensure that health information and health services can be easily used by every person living in our community.

Our Services

- Development of educational tools for patients, providers and caregivers in multiple languages
- Development of best-practice health literacy training programs for pediatric providers and school-based programs
- Collaboration with child advocates to address health disparities related to low literacy

Contact Us

- For more information, please contact the Director of Health Literacy and Family Engagement by phone at 214-456-8103 or fax it to 214-456-3734.