

# Care Management

## 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



### LEARN MORE AT:

Web: [pediatricalliancetexas.com](http://pediatricalliancetexas.com)

Email: [ACO@childrens.com](mailto:ACO@childrens.com)

Phone: 214-456-5252

PediatricAlliance

children'shealth<sup>SM</sup>

# 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](tel: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](tel:855-456-6922) or email [mycm@childrens.com](mailto: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](tel:214-456-2944).
- To reach the Pharmaceutical Team, please call [855-456-6922](tel: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](tel:214-456-8264).

# Health Literacy and Family Engagement



## 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](tel:214-456-8103) or fax it to [214-456-3734](tel:214-456-3734).