

By your side for Care Management.



Robust Care Management

The primary care physician is the central, crucial element of better care coordination. Our approach helps to improve 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 a child's health. The goal of these programs is to be viewed through patient eyes as an extension of their primary care physician practice.

Post-Hospitalization Follow-Up*

A member of our Care Management team will follow-up with families within one business day of notification after a hospitalization. This gives patients access to expert assistance, identifies gaps in care and helps ensure the patient is reconnected with the primary care physician so they can oversee the patient's recovery.

Emergency Department Follow-Up*

A member of our Care Management team contacts the caregivers for a holistic review of the ED visit to proactively ensure the health and wellbeing of the patient. This directs patient families back to the central hub of care at their physician's office.

Newborn Follow-Up Program*

A Registered Nurse provides education and support to parents with newborns. The goal of this program is to help foster the initial connection and value of a primary care physician relationship.

Pharmaceutical Management Program*

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

Injury Prevention

In addition to enhancing quality of life and protecting children, the Injury Prevention Service at the Level 1 Trauma Center at Children's Medical Center Dallas uses comprehensive education tools, hospital-based interventions and community-based services to keep children safe from injuries.

* This service is an extension of ACO network participation. Although this service does not require a referral, physicians may refer ACO-attributed patients to receive these services.