

Case Management Services

- Functions as a patient advocate and supports patient and family needs.
- Implements an individualized case management care plan.
- Provides coordination of care and identifies availability of resources both military and civilian.
- Acts as a liaison between providers and the patient.
- Provides teaching and education regarding healthcare treatment plan and resources.
- Makes appropriate base and community referrals based on specific individual needs.
- Works closely with civilian hospitals and military treatment facilities to increase continuity of care.
- Provides services in a holistic approach to service members, families and children.
- Coordinates services among healthcare providers.



Other Helpful Information

NHC Annapolis

CLINIC HOURS

Monday thru Friday

0730-1800

Saturday

0800-1200

Closed all Federal Holidays

(410) 293-CARE (2273)

For additional information visit:

TRICARE website at

<http://www.Tricare.osd.mil>

Or call 1-877-TRICARE

- **If you feel you have an emergent medical condition, report to closest emergency room and follow-up with your PCM as directed.**
- **For after hours urgent care, call 410-293-CARE and speak to the Duty Health Care Provider to obtain a referral and avoid a Point of Service charge.**

CASE MANAGEMENT SERVICES

NAVAL HEALTH CLINIC ANNAPOLIS



**250 Wood Road,
U. S. Naval Academy
Annapolis, MD 21402**

410-293-1323

**Visit us on the web at
[http://navymedicine.med.navy.mil/
annapolis/](http://navymedicine.med.navy.mil/annapolis/)**

CASE MANAGEMENT PHILOSOPHY

The Philosophy of Case Management is that individuals, particularly those experiencing catastrophic and chronic illness or injury, should be evaluated for case management services. The key philosophical components of case management address care that is holistic and patient centered, with mutual goals, allowing stewardship of resources for the patient and the health-care system. Case Management serves as a means of achieving patient wellness and autonomy through advocacy, communication, education, identification of service resources and service facilitation.

Case Management encompasses collaborative planning and coordination of outpatient or inpatient and post-hospital care to maximize clinical and financial outcomes for patients with multiple needs who require extended resources and services as a part of their continuum of care.

Patient population consists of:

- *Wounded, Ill, or Injured Active Duty Service members*
- *Family members*
- *Exceptional Family Member Program*
- *Retirees*
- *All entrusted to our care*

CASE MANAGEMENT QUALIFICATIONS

A beneficiary may qualify for Case Management Services if close collaboration and communication is needed between health care providers due to complex medical and psychological needs. Examples of those who would benefit from Case Management include:

- *Catastrophic injury or illness*
- *High cost or rare condition*
- *Chronic or terminal illness*
 - *Strokes and cardiac condition*
 - *Chronic muscle disease such as Multiple Sclerosis*
 - *Premature Births*
 - *Birth defects*
 - *Cancer*
 - *Head injury*
 - *Spinal cord injury*
 - *Developmental delays and psychologically impaired*
- *Multiple medical problems*
- *Physical deterioration*
- *Lack of family and social support*
- *Physical abuse-spouse, children or elderly*
- *Cases that require extensive coordination of care*

CASE MANAGEMENT CONTACT

Case Management promotes stability and reassurance by offering patients, families and providers an array of resources and alternatives through qualified agencies and services within the network and community ensuring high quality, cost-effective care as patients transition through all levels of services.

Accessing Case Management Services

- *Discuss your needs with your primary care provider*
- *Referrals by other specialists or providers*
- *Case Management may contact you proactively*
- *Self-refer by contacting the Case Manager directly at :*

410-293-1323

