

AS A PARTICIPANT, YOU HAVE THE RIGHT TO:

- *Be cared for with courtesy, honesty, and respect.
- *Agree to the Case Management plan.
- *Refuse any part of your treatment.
- *Privacy & confidentiality.
- *Be discharged from the Case Management program at any time you wish.

AS A PARTICIPANT, YOU HAVE THE RESPONSIBILITY TO:

- * Actively participate in your wellness and care.
- * Treat your Case Manager with courtesy, honesty, and respect.
- * Ask questions about any part of the care you do not understand.
- * Discuss with your Case Manager any changes in your condition, how you feel, or family/personal circumstances.
- * Talk to your Case Manager about other health problems you have had in the past
- * Follow through on shared goals.
- * Let your Case Manager know if you are having problems following any instructions.
- * Let your Case Manager know if you decide not to follow your plan of care.



Other helpful information

To assist in your care:

TRICARE website: www.tricare.osd.mil

TRICARE phone # 1-877-TRICARE

- If you are active duty and require hospital admission contact your chain of command.
- If on convalescent leave contact your chain of command immediately upon discharge from hospital.
- Contact your command admin officer and/or travel coordinator to request non-medical attendant travel orders as applicable or if needed.
- Upon discharge from the hospital, be sure to follow-up with your primary care manager (PCM).
- If you have any questions regarding discharge planning needs, please call the NHC Pax River Case Management office at 301-995-7682/3851

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Naval Health Clinic Patuxent River
47149 Buse Road, Bldg. 1370
Patuxent River, MD 20629
Phone: 301-342-1418 (Info desk/Quarterdeck)
Case Managers: 301-995-7682 / 3851

Website:
<http://www.paxriverclinic.med.navy.mil/>

What is Case Management?

A team of health care professionals working with you and your family to develop a plan that helps you gain control of your illness, injury, or situation as soon as possible.

Qualifying conditions may be medical, social, financial or mental health.

What does a Case Manager do?

- Help you take control of your situation and make decisions that positively affect your care and outcomes
- Work with you, your family, health care providers & others involved directly in providing care
- Coordinate referrals to specialists at other military treatment facilities (MTFs) as well as civilian providers
- Provide referrals to support services on base & in the local community
- Provide referrals to support groups
- Provide information on transportation to/from Bethesda and Walter Reed Medical Center

How are you referred to Case Management?

Your PCM or other health care provider can refer you to case management.

After receiving your case management referral, you will receive a phone call from your assigned case manager.

Depending on need, you will generally be assigned a nurse or social worker. In some instances, an individual may be case managed by both a nurse and social worker. Your case manager will ask some questions about why you are being referred to case management and how case management can help. The case manager will assist you in carrying out your care plan.

Those who might need case management:

- Multiple medical issues
- Premature infants
- Recent NICU stay
- Special needs infants/children
- Recent prolonged hospital stay
- High Risk OB
- Mental Health issues
- Lack of social support
- Deployment of a spouse
- Those enrolled in the Exceptional Family Member Program (EFMP)

How long will services last?

Some individuals need help for an extended period of time whereas others end case management services when their goals have been met. Services are stopped when you and your case manager decide they are no longer necessary and/or helpful. Case management can be restarted at a later time if needed.

Who are the NHC Pax River Case Managers?

Cathy Chapman, RN, CCM– lead case manager
301-995-7682

Heather D. Henderson, LCSW-C– social worker
301-995-3851

Judy Rudy, RN– OB case manager
301-757-2353

