

# Case Management...

**Partners** in Your Care



 **JANE PHILLIPS  
MEDICAL CENTER**

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Sponsored by St. John Health System  
[www.jpmmc.org](http://www.jpmmc.org)

**Case Management is a free service available to assist patients and families throughout their hospital stay. A nurse and social worker make up a Case Management team and different teams cover every inpatient area here at Jane Phillips Medical Center. This service focuses on two issues.**

**FIRST**, is ensuring that the treatment at JPMC complies with insurance coverage or Medicare guidelines. In the ever-changing world of healthcare, coverage issues are increasingly complex and our Nurse Case Managers closely monitor every patient's stay for compliance. Your Nurse Case Manager advocates for you by having close contact with your insurance company, ensuring the maximum benefit from your specific policy.

**SECOND**, is our Case Managers help with any special arrangements needed upon your discharge from the hospital. Many patients do not need assistance when leaving the hospital. However, if such help is required, our Social Work Case Managers are happy to assist. They are familiar with a variety of local agencies and the services available to help people in the community.

Exploring various alternatives of service after a hospital stay can be difficult and overwhelming. To do this most effectively and smoothly, this process begins at the time of admission. The intention is NOT to plan FOR the patient, but to help the patient to meet their specific needs. Our goal is to ensure safety upon discharge and reduce the stress associated with illness and hospitalization.

Much of what Case Management does is "behind the scenes." However, you may encounter one of our nurses or social workers during the course of your hospital stay. If you do NOT meet a Case Manager and desire this service, please call extension 1756 (inside the hospital) or 918/331-1756 (outside the hospital) or simply ask your nurse to contact a Case Manager for you.