



Many things can come between you and your health –

making time for doctor's appointments; finding and preparing affordable, nutritious food; taking time for wellness activities like exercise, mindfulness and spending time with friends; remembering when or how often to take your medications – and many more.

It's okay to feel overwhelmed.

We're here to help you understand what might be getting in your way and to support you in finding solutions so you can focus on improving your health and staying as healthy as possible.

UVM Health Care Management

Hours

Monday–Friday
8:00 am–4:30 pm

Phone

Toll-Free: 833-763-0652

Fax

802-847-6545

MyChart

To find health information, or for convenient and secure access to your medical record through MyChart Online, please visit **UVMHealth.org/MyChart** or call us at **844-886-4325**.



UVMHealth.org

Healthier Communities.
Healthiest Lives.
Together.

Care Management



Managing your health and understanding where to go for support is hard. That's where our Care Management team can help.

 **University of
Vermont Health**

“It made a big difference having another person available to me for use as a sounding board, cheerleader, mentor and just someone who could understand the process that I was going through. Would highly recommend this program...” — **Quote from Care Management participant**

How do I get support from Care Management?

It's important to let your health care provider know about issues that are impacting your health and well-being or if you're having trouble following your care plan. You can ask your provider if you might benefit from Care Management support, or your provider may bring it up with you.

A care manager will reach out to you to schedule a meeting in a setting that works best for you – over the phone, through video or in person. At the first meeting, your care manager will ask about your concerns, what's getting in the way of your care and what support you need to improve or maintain your health.

Your needs may cover many areas, and your care manager can connect you with support services and programs at UVM Health and to services in your community that we don't provide.

We will work with you to set goals and make plans to meet them. The goals you have for your health are an important part of your plan.

Our priorities are to support you in:

- ▶ Improving your health and quality of life
- ▶ Taking care of your long-term health concerns and conditions
- ▶ Working closely with your primary care provider and specialists
- ▶ Finding community resources to support you and your family

What does the Care Management team do?

The Care Management team works closely with you and your health care provider(s).

Together, we will:

- ▶ Set goals to improve your health
- ▶ Make sure you fully understand and can follow the care plan that was created by you and your provider
- ▶ Review your medications to confirm that you know how to take them and find more affordable options or programs to help you pay for them
- ▶ Support your recovery and make sure you have everything you need after a hospital stay or emergency room visit
- ▶ Provide transportation options so you can attend your medical appointments, especially after a hospital or emergency room visit
- ▶ Provide you with tools, resources and support to help you manage your health

Who is on the Care Management team?

Your Care Management team includes:

- ▶ You
- ▶ Your healthcare provider(s)
- ▶ Your family/caregiver (if there is one)
- ▶ Care managers
- ▶ Other specialists and providers of care

Who can receive help from the Care Management team?

We serve adults, children, families, pregnant persons, older adults...everyone!

How do I get the most out of Care Management services?

The support you receive from the Care Management team will be most successful if you:

- ▶ Help us get to know you. We understand that it can be hard to talk about private health or personal issues. Talking to your care manager about what you need or anything that is getting in the way of your care will help us connect you with the right support. We are here to provide the best possible care, without judgment.
- ▶ Let us know if you don't understand something or if you have any questions about your care.
- ▶ Let us know if you are having a hard time following the care plan that you have developed with your health care provider.
- ▶ Tell your provider or care manager if you don't need this service anymore.
- ▶ As always, we will treat you with respect and ask that you do the same for us.

Your patient rights and responsibilities can be found online at: UVMHealth.org/Care-Management, or you can ask your care manager for a copy.