

## Assisting you in caring for patients with complex issues

Many CareOregon members not only have challenging medical problems, but also challenging lives.

For five years, our team of nurses, social workers and health care guides has worked with partner clinics. We've helped patients find critical resources, resolve difficult behavioral and self-management issues, and improve their ability to follow treatment plans with documented improvements in health and quality of life.

**Perhaps we can help you and your patients as well.**



## We're here to work with you and your patients toward their better health

- If you would like to refer a CareOregon member for help...  
or
- If you would like to know more about CareOregon's CareSupport program...

### **Please call us.**

Call Amy Barnwell, CareSupport Program Coordinator, at 503-416-5753.



**CareOregon**

315 SW Fifth Ave, Suite 900  
Portland, Oregon 97204  
Phone 503-416-4100  
Toll Free 1-800-224-4840  
TTY/TDD 1-800-735-2900  
[www.careoregon.org](http://www.careoregon.org)

## CareOregon's CareSupport Program

**for patients with complex problems**

When chronic illness; multiple medical, behavioral or social issues; or resistance to change complicates your patient's health care

**We're here to help.**



## Your CareSupport Team

We believe in a holistic, multidisciplinary approach to care.

**Registered Nurse Case Managers** monitor their assigned population of patients to identify risk situations before crises occur. They assist patients by encouraging, teaching and coordinating services. They assist providers by supporting their treatment plans with patients and by sharing critical patient information.

**Behavioral Health Case Managers** assist patients with mental health, substance abuse, inadequate social supports and behavioral challenges. They listen to and empathize with patients. They encourage behaviors that reduce harm and enhance quality of life.

**Health Care Guides** engage and develop strong, ongoing relationships with patients while performing tasks important to improving patients' health, such as scheduling appointments; arranging transportation; or

connecting patients with community resources, shelter, food and clothing.

**Clinical Pharmacists** help patients and providers gain access to pharmaceuticals that are appropriate, high-quality and cost-effective. Pharmacists provide regular consultation to case managers as they assist patients with drug therapies.



## In partnership with you

Our CareSupport Program can help you with patients whose treatment is endangered by complex medical, behavioral or social conditions.

- We use motivational coaching with patients who are resistant to change.
- We help those who don't show up for appointments.
- We look for community support to help overcome the obstacles of poverty, isolation, depression, mental illness and substance abuse.
- We help our members understand how to navigate the health care system.
- We help patients to become actively engaged in their care by promoting the medical home relationship with their primary care providers.
- We help them learn how to get the most out of their medical office visits.
- We help them follow your treatment plan after the visit and support their self-management tasks.

## Here are just some of the patients we're reaching:

- Pregnant women on methadone.
- Mothers who have recently given birth.
- Patients dually eligible for Medicaid and Medicare.
- Patients with congestive heart failure and other chronic conditions.
- Patients transitioning from hospitals to skilled nursing facilities or home.
- Patients who have been admitted to the hospital for a psychiatric illness.

