

## Frequently Asked Questions – Patients and Caregivers

Getting the care you need can be difficult at times but coordinated care management can help you get access to the right care and services you need, when and where you need it.



### How can coordinated care management help you?

- Coordinated care management brings you together with your care team to plan the care you need.
- You'll know exactly who to call for help when you need it.
- Together with your care team, you will put together a coordinated care plan that is right for you.



### What is a coordinated care plan?

- It's a way for you to tell your care team about what's important to you to stay healthy.
- It provides telephone numbers for you to call when you have questions or need help.
- It also keeps your care team up to date about any changes to your health so you won't have to answer the same questions again and again.

### Who is on my care team?

- Your care team may include your loved ones or a friend, your doctor, community support worker, and anyone who helps you with your care.
- One person on your team will be your contact person who you can call any time you have questions or wish to make a change your care plan.



### Who has access to my personal health information?

- Everyone on your care team will have the same information to help provide the best care and services to suit your needs.
- Keeping your personal health information private and confidential is very important. With your permission, that information will be shared only with the members of your care team. This will help keep your information safe.
- If you have questions or concerns about how your personal health information will be shared, please talk to your integrated care lead who is your main contact person.

