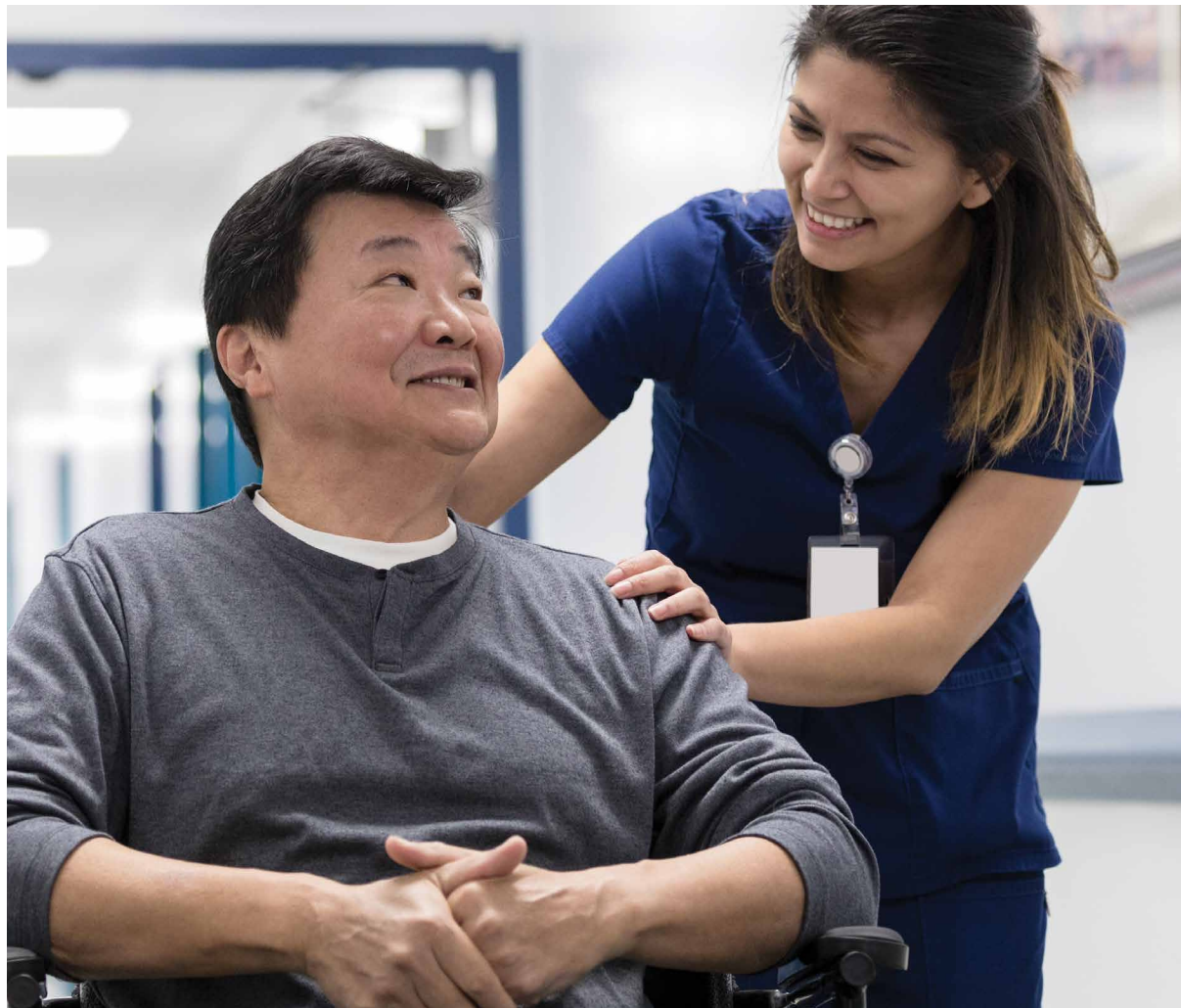




# Getting Ready to Leave the Hospital

Partnering With Your Case Manager





# Case Management

## Our Case Management Team's Value

- Advocacy
- Open and Honest Communication
- Respect and Courtesy
- Accountability
- Patient Satisfaction
- Approachability — Our service motto is: “How can we help you?”

## CASE MANAGEMENT SERVICES

At City of Hope®, the case management department ensures all patients receive effective, efficient, medically appropriate care. At the beginning of your hospital stay, the case management team (including any financial counselors and insurance providers) assists in identifying your current needs as well as the needs you will have when leave the hospital. The case management team considers your needs during the entire patient care process that begins with admission, continues with diagnosis and treatment, and ends with discharge.

## The Role of Your Case Manager

Case managers help coordinate your care during and after your hospital stay. From the start of your hospital stay, your case manager partners with you to plan what you will need when you leave the hospital. They work with doctors, nurses, social workers, insurers, pharmacies and other members of your health care team to meet your specific care needs.

## Questions for Your Case Manager

- Will I need to arrange for a ride when I leave the hospital?
- Where will I be going when I leave the hospital?
- Will I need home health services to help me with wound care, physical therapy or other care?
- Which pharmacy is covered by my insurance company or prescription plan?
- Can the case managers provide referrals to community resources, such as housing, support groups, crisis counseling and mental health programs?
- Can they help with answering questions about my rights and the appeal processes as it relates to my insurance provider?

# Preparing for the Day of Discharge

While you are at the hospital, your medical team will keep working on your health care plan with you. Your safety and medical needs are our top priority, and advice for your care needs will be made with these in mind. Together, you and your medical team can decide on after-hospital support services that fit your health needs, and your team will give you formal discharge instructions.

## Your nurse will review a few things with you:

- **Schedule:** You will go over what to expect for your last day in the hospital.
- **Discharge Instruction Form:** Your medical team will make sure they shared the information clearly. They will check to see that you know your home care instructions, such as drain care, dressing changes or wound care.
- **Medication List:** You will get a list with the names and doses of the medications you will need at home.



# Local and National Resources

## American Cancer Society

800-227-2345 | [cancer.org](https://cancer.org)

Trusted information about cancer types, cancer treatments and support

## Area Agency on Aging (AAA)

800-510-2020 | [wdacs.lacounty.gov/programs/area-agency-on-aging](https://wdacs.lacounty.gov/programs/area-agency-on-aging)

## Cancer Care

[cancercare.org](https://cancercare.org)

Financial assistance for medications, home care, transportation and child care, educational workshops online or by phone, and support groups

## Cancer.net

Information from the American Society of Clinical Oncology on cancer types, treatments, advocacy, survivorship, resources, podcasts and news

## Medicare

800-MEDICARE (800-633-4227) | [medicare.gov](https://medicare.gov)

## Partnership for Prescription Assistance

888-4PPA-NOW (888-477-2669) | [pparx.org](https://pparx.org)

Qualified patients without prescription drug coverage get medications they need for free or at a low cost.

# Helpful Contact Information

Your case manager and other members of your health care team will be available to assist you after you leave the hospital.

## Case Management Department

Monday through Friday, 8:30 a.m. to 4:30 p.m. | 626-256-HOPE (4673)

## Nursing Triage Call Center

626-218-7133

City of Hope offers a 24-hour phone line to nurses who can answer patients' questions about health concerns or self-care issues. This service is for non-life-threatening medical problems only.

## Pharmacy

Monday through Friday, 8:30 a.m. to 6 p.m.

Saturday, 8:30 a.m. to 3:30 p.m.

Sunday and holidays, closed

626-256-HOPE (4673), ext. 88304





[CityofHope.org](https://www.cityofhope.org)

*Patient, Family and Community Education | Department of Supportive Care Medicine*

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