



Grand Traverse  
Children's Clinic

(231) 935-8822

[www.GTChildrens.com](http://www.GTChildrens.com)



# CARE MANAGEMENT

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**What is Care Management & how can it benefit your child and family?**

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## **Care Management**

Care Management is a covered service and is available to all patients. Our care managers consist of a Registered Nurse and Medical Social Workers. They are part of our medical team that work with your doctor and your family to help you and your child achieve health goals.

## **What we do**

We help you identify health goals. Then we help you develop a plan to address your child's goals. For example: Better management of asthma or ADHD.

## **Services**

Care Management visits are done in our office and/or by phone calls. We answer questions about your child's health, medications and enhance communication with your child's physician. We assist with referrals to community resources for additional family support. We provide tools to address behavioral needs. We care about your child and want to provide support so that your child can lead a happy healthy life.

**How do you receive Care Management services?**

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**Ask your doctor if your child would benefit from Care Management!**

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# What Is a Patient-Centered Medical Home (PCMH)?

**It's not a place... It's a partnership with your primary care provider.**



PCMH puts **you** at the center of your care, working with your health care **team** to create a **personalized plan** for reaching your goals.



Your **primary care team** is focused on getting to know you and earning your trust. They care about you while caring for you.



Technology makes it easy to get health care when and how you need it. You can reach your doctor through **email**, **video chat**, or after-hour **phone calls**. **Mobile apps** and **electronic resources** help you stay on top of your health and medical history.

**Studies show that PCMH:**



Provides better **support** and **communication**



Creates **stronger relationships** with your providers

**As you pursue your health care journey, you may make stops at different places:**

Behavioral & Mental Health

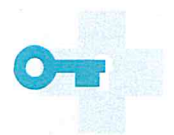
Specialists

**Primary Care**

Community Supports



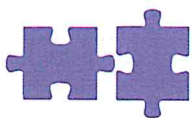
Saves you **time**



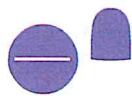
To learn more about the PCMH, visit [www.pcpcc.org](http://www.pcpcc.org)

Wherever your journey takes you, your **primary care team** will help guide the way and coordinate your care.

**A Patient-Centered Medical Home is the right care at the right time. It offers:**



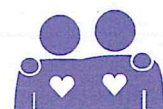
**Personalized care plans** you help design that address your health concerns.



**Medication review** to help you understand and monitor the prescriptions you're taking.



**Coaching and advice** to help you follow your care plan and meet your goals.



Connection to **support and encouragement** from peers in your community who share similar health issues and experiences.



# Grand Traverse Children's Clinic, PC

David S. Olson, MD • Andrew D. Tursman, MD • Lisa B. Chimner MD  
Jelanie R. Bush, MD • Katherine R. Elms, MD • Tuan A. Bui MD

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## OUR CARE MANAGERS



### Britney Maike, RN

Britney received her RN degree from Lansing Community College in 2013. She began her nursing career as a General Medical Nurse at Munson Medical Center. Wishing to fulfill her nursing career in an outpatient atmosphere where relationships can be built and carried throughout many years, she became part of the GTCC team. Britney enjoys working with children and their parents to help with medical challenges, medication questions, care coordination, improving communication between parents and their child's provider, and much more!



### Kara Holcomb, LLMSW

Kara Holcomb is a Master's level social worker. Kara received her BSW & MSW from Ferris State University. Kara interned for over a year and a half at Adaptive Counseling & Case Management, through that experience she found that the mission and values of ACCM aligned with her own. She has a passion for empowering individuals and helping them achieve their goals. Kara has worked in the health and wellness field for 18 years. First working at Munson Medical Center and then working in the private sector Kara became interested in helping people navigate life when dealing with health and wellness. Kara has a passion for helping individuals and families regarding depression, anxiety, family issues, loss & grief, transitions in life, chronic pain, and chronic illness.



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## CARE MANAGEMENT

Your doctor would like you and your child to work with one of our care managers here at Grand Traverse Children's Clinic!

A care manager will help you and your child identify health goals and ways to better manage or meet those health goals. This is accomplished by a series of either telephone calls, or visits with a care manager, here at the office.

Our care managers consist of a Registered Nurse and a Licensed Medical Social Worker. Our Registered Nurse will assist you with your child's medical needs. Our Licensed Medical Social Worker will assist you with your child's behavioral needs. We work with your doctor as a team member.

Some of the ways in which we may help you and your child meet their health goals are by:

- Calling you or seeing you and your child at the doctor's office to check on how your child is doing and answer any questions you may have
- Helping with medications; answering questions such as why medications are prescribed, and when medications should be taken
- Finding you additional help or resources if necessary
- Helping you learn about your child's health problem, or better understanding it
- Improve communication between you and your child's doctor
- Help coordinate the care your child receives outside of our practice

**We look forward to working with you and your child to meet their health goals!**



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### CANCELLATION AND NO-SHOW POLICY

The Grand Traverse Children's Clinic understands that there are times when you must miss an appointment due to an emergency or unforeseen obligation for work or family. However, when you do not call to cancel, missed appointments result in our inability to schedule other children who need appointments.

We need your help in providing the highest quality and most efficient care possible for all of our children.

Please notify the office as soon as possible if you are unable to keep any scheduled appointment.

Any appointment that is not canceled one business day prior to the scheduled appointment time will be considered a no-show.

Please note that GTCC has a no-show policy. **Three no-show / no-call appointments (this includes Care Management appointments) will result in dismissal from the practice.**

Thank you in advance for your cooperation.



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Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

## Care Management Consent

Your doctor has referred you and your child to care management. Your participation in care management involves a few key items: responding to our phone calls, notifying us of your child's health concerns, and attending scheduled appointments with the care manager and physician. Please note that GTCC has a no-show policy. Three no-shows will result in dismissal from the practice. Our counselors come to our office specifically for your appointment. By signing below, you are agreeing to becoming enrolled in, and actively doing your part, in our care management services.

Patient/Guardian Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

In order to better manage your child's care, contact via telephone is very important. By signing below, you are agreeing that it is acceptable for a care manager from Grand Traverse Children's Clinic to contact you during regular business hours to discuss your child's care.

Best number where we can contact you: \_\_\_\_\_

Patient/Guardian Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

If applicable, is it OK that we speak to your child via telephone? YES NO

Child's Personal Number: \_\_\_\_\_

If applicable, is it OK that we meet with your child without your knowledge? YES NO

If applicable, is it OK that we meet with your child without your presence? YES NO

Patient/Guardian Signature: \_\_\_\_\_ DATE: \_\_\_\_\_

**\*Please return this form during your appointment, thank you!**

GTCC Witness Signature: \_\_\_\_\_ DATE: \_\_\_\_\_