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What is an RN Case Manager?

Case management is a new service of your primary care practice. An RN Case manager is now part of this practice's primary care team to help you be as healthy as you can be.

Who sees the RN Case Manager?

When the primary care team thinks you might benefit from an RN case manager helping you, you'll be offered this new service. If you think that you or a family member might want an RN case manager, you can ask anyone in the practice to introduce you. You decide if having an RN case manager as part of your primary care team is right for you or your family member after talking about it with your primary care team.

How does it work?

An RN case manager will talk with you and call or see you regularly to develop health care goals specifically with you in mind. The RN case manager can help with issues that come up related to your health and health care so they get taken care of quickly and you stay as healthy as you can. You can call or e-mail an RN case manager or even make an appointment to see an RN case manager at the office without seeing your primary care doctor at no charge to you, not even an insurance co-pay.

Will this change my relationship with my doctor?

Your primary care doctor will continue to manage your care. The relationship you have with your primary care doctor doesn't change. Your RN case manager does not replace your doctor, but works as part of the team to help you be as healthy as you can be.

Is there a cost to me? How does this affect my insurance or Medicare?

There is absolutely no cost to patients for this service. It's part of how we take care of patients at this primary care practice. There are no forms to fill out and it does not affect your insurance benefits in any way.

Is this confidential?

Yes. Your personal health information stays in your electronic medical record. However, we do collect a small amount of personal information to evaluate if care management improves your health and satisfaction.

Donna Ranieri, RN
RN Case Manager

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