



Case Management Services

Our team at RIPCCP helps you manage your health, together with our nurses, pharmacists, and behavioral health workers. We work with you and your primary care doctor to handle your complex health needs and guide you on staying healthy.

Here's what we do:

- We check whether your medical, social, and mental health needs are being met.
- Together with you, we create your care plan to manage your health issues.
- We consider your cultural and social needs when helping you set your health goals.
- We teach you about lifestyle changes, managing your health, and other ways to stay healthy.
- We help you understand your health conditions, medications, and doctor's instructions.
- We help you to use the healthcare system and get the help you need.
- We support you after hospital visits.
- We help connect you with specialists and community services.

Our services include:

- Teaching you how to understand your chronic conditions, manage your medications, and make healthy lifestyle changes.
- Education on health topics like losing weight, stopping smoking, and managing diabetes.
- Showing you how to use medical equipment correctly.
- Helping to coordinate your specialist appointments.
- Referrals to our nurse care managers, pharmacists, community health workers, and behavioral health clinicians.
- Checking for risks that can affect your health, such as your risk of falling.
- Checking for your ability to do everyday tasks.
- Supporting your caregivers with taking care of you in your home.
- Helping with medication costs.
- Reviewing your medications after hospital stays.
- Helping you to find services in the community that can support you, such as financial help, housing needs, getting food, and paying your utility bills.
- Helping you to find safe places if you're in an unsafe environment.

Case Management Patient Rights and Responsibilities

As a patient, you have the right to:

- Know about RIPCCPC and our staff. Call 401-654-4000, option 5 to talk to our program director, or visit www.ripccpc.com.
- Choose not to be in our case management program.
- Know your RIPCCPC nurse care manager, who is your case manager.
- Know how to ask for a new nurse care manager by calling 401-654-4000, option 5.
- Be supported by us when you and your doctors make choices about your care.
- Know about all the services available to you, even if a service isn't covered by your health insurance. Know that you can talk to your doctors about other options that you can choose from.
- Have your personal information about your identity and medical conditions kept private by us.
- Know who we need to share your personal information with.
- Know what we do to make sure that your information is kept confidential.
- Be treated with politeness and respect.
- Make complaints to us by filling out the "Contact Us" form at www.ripccpc.com/contact, or by calling 401-654-4000 option 5 if you aren't satisfied with our staff, the services that we provide to you, or any other quality issues that concern you.
- Know that we will respond to your routine complaints within 5 business days and resolve them within 5-7 business days whenever possible.
- Know that we will respond to your urgent complaints by the end of the same business day, and resolve them within 2-3 business days whenever possible.
- Receive clear information about your care.

We expect you to:

- Follow your case management care plan that we created with you or tell your nurse care manager if you can't.
- Give us the information we need to help you get the services you need.
- Tell us if you leave our case management program.
- Call us with any questions or concerns at 401.654.4000, option 5.

For more information, call 401-654-4000, option 5, or visit www.ripccpc.com.