

**What is a Case Management?**

Case management is the collaborative process that manages patient's wellness and promotes independence through advocacy, communication, education, and the identification and facilitation of needed services.

**What is the role of the Case Manager at the Complex Concussion Clinic?**

At the Complex Concussion Clinic (CCC), the Case Manager will:

- Serve as a patient advocate
- Act as a liaison between the patient, the treatment team, and the physician to ensure optimal treatment outcomes
- Connect patients with community and clinical resources to foster access to needed healthcare services
- Assist patient in the management of insurance requirements

For Worker's Compensation patients your Case Manager will:

- Advocate and obtain authorization for prescribed treatment and services
- Act as a liaison between the patient, the treatment team, and worker's compensation parties
- Provide work status updates to worker's compensation case manager and adjuster
- Keep the worker's compensation case manager and adjuster updated on any changes in the treatment plan

**When and why do I meet with the Case Manager?**

- Upon admission to therapy
  - To review CCC admission
  - To review explanation of benefits
  - To review scheduling and attendance policies
- Upon request by patient or Case Manager

**Additional Comments:**