

Duties Of Wellcare Care Manager



WELLCARE's Care Manager coordinates and oversees all aspects of client care, communicating with the family and interfacing with healthcare professionals as requested by the family. **WELLCARE's** Care Manager ensures that all care is provided in accordance with the wishes of the client and his or her family.

With The Client:

- Carefully listens to the client and family's needs and works with all concerned to ensure that the client's choices and autonomy are respected.
- Can become an advocate and an extension and voice of the family, if needed or requested.
- Validates the client, acknowledges his or her strengths and supports the client's need for independence and self-esteem, while keeping him or her safe.

Nursing Staff:

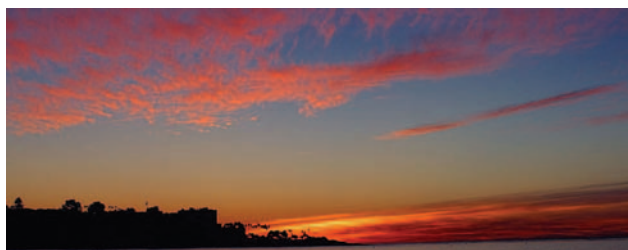
- Selects and supervises nurse staff and caregivers working in client's home.
- Acts as the contact person when regular staff needs vacation or sick leave. Care Manager is available to fill-in as needed.
- Problem solves with nursing staff to resolve client issues. Care Manager schedules monthly staff meeting. Conducts brainstorming sessions to improve client satisfaction. Gives written and verbal evaluations of staff on regular basis.
- Provides emotional support to staff as needed. Encourages staff to attend seminars and ongoing educational lectures. Communicates new developments and other info about client care.

Family Members:

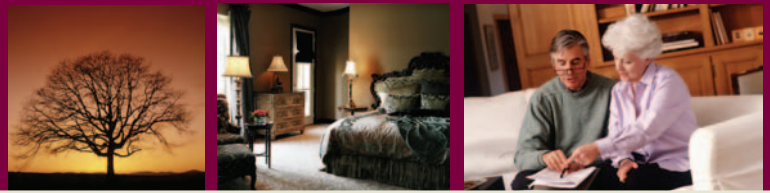
- Regularly telephones out-of-town family members to keep them informed of client's condition or activities. Email or fax options are also available per the family's preference. Visits on regular basis (2-3x a week) if family is in-town or living with client.
- Supports family regarding personal issues that may arise.
- Problem solves with family regarding appropriate interventions that maximize the client's care and safety.
- Provides expertise, education and guidance regarding the client's condition. Offers suggestions and methods to improve client's care involving family and friends.

Doctors And Healthcare Providers:

- Provides physicians and other health care providers with information regarding client's at-home care and the care plan in effect.
- Accompanies client to doctor appointments, if family requests.
- Communicates verbally or in writing any changes in doctor's orders to staff and family members. Assures family members and client that new changes are carried out.
- Is available 24 hours a day, seven days a week if client or family requires assistance including telephone, fax or email communications.



Duties Of Wellcare Care Manager - Cont'd



Ancillary Services:

- Arranges for therapies, if needed. Books appointments and coordinates all communications as requested by client or client's family.
- Arranges for any necessary medical equipment the client may need at home.

For Home Maintenance:

- Calls and arranges appropriate home maintenance companies when repairs are needed as requested by family and/or client.
- Makes regular safety checks throughout home/apartment to ensure all safety hand bars and poles, and other types of accessorial safety equipment are working properly.



Moving To A Facility:

- If primary physician(s) and family determines client needs care in a skilled nursing facility, works with all concerned to locate the most suitable accommodations. This includes selection based on such criteria as financial needs, out-of-town family members and personal preferences.
- Accompanies family to facility for a tour.
- Assists family with all transporting and financial arrangements.
- Provides personnel to move client's personal effects to facility or alternate living arrangements.

End Of Life Issues:

- Contacts hospice and arranges for hospice staff as determined by the doctor.
- Oversees all hospice care. Arranges for support for family during the end of life.
- Arranges to have client's personal belongings moved or sold as per family wishes and requests.

