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| |  | | --- | | **MEMBER INFORMATION** | | **MEMBER ID:**  00000001  **DOB:** 06/13/65  **DATE OF REFERRAL:** 08/01/2013  **REASON FOR REFERRAL:** Emergency Department (ED) utilization. Educate member of Emergency Department (ED) alternatives. Ensure member is established with a Medical Home. Evaluate for all other medical coordination of care needs.  **OPEN DATE:** 09/03/2013  **CASE MANAGER:**  Wanda Smith  **PCP:**  **TOTAL NUMBER OF CONTACTS MADE: 05 , PHONE: 02 , FACE-TO-FACE: 01 , PROVIDER: 02 , OTHER: 0 .**  **TOTAL NUMBER OF UNSUCCESSFUL CONTACTS MADE: 0 PHONE 0 , FACE-TO-FACE 0 .** |   **MEMBER CONTACT** |
| **10/21/2013 10:15 am 10 mins**  Community Connector (CConn) called member to check how her first visit with her new PCP Dr. David Harris at HMS SCCHC went. Member stated that visit went well, that she likes Dr. Harris. Dr. Harris gave her a prescription for knee pain and recommended some exercises for her to try at home for 2 weeks; also gave her an order for X-rays. Member has appointment for X-rays for her knee on 10/22/13 at 11:00 at GRMC. Dr. Harris also gave member a prescription for Lisinopril for hypertension and asked her to comeback for recheck in 2 weeks, gave her appointment for 11/07/13 at 1:00 pm. Member lost PCP’s radiology order and asked CConn if could obtain a copy for her from Dr. Harris’ office before her appointment on 10/22.  **10/21/2013 4:30 pm 10 mins**  Community Connector (CConn) visited member to drop off copy of radiology order. Member mentioned that the exercises recommended by Dr. Harris seem to hurt her knee. CConn facilitated call to Dr. Harris’ nurse for member to talk to her and double-check if she is doing the exercises right.  **10/24/2013** **9:25 am 12 mins**  Community Connector (CConn) called member to let her know that an appointment with Dr. Robinson at South West Bone and Joint Institute (SWB&JI) needs to be made as per her PCP recommendation. CConn facilitated 3-way call to SWB&JI to make appointment with Dr. Robinson which was set for 11/28/13 at 4:15 pm. Member requested CConn to be present during this visit with her. CConn also reminded member about next PCP appointment on 11/07/13 to re-check her HTN and that Dr. Harris’ recommendation is to keep taking her pain and anti-inflammatory medication until the appointment with Dr. Robinson. |
| **ADVOCACY PROVIDED ON BEHALF OF MEMBER** |
| **10/21/2013** **3:15 pm 15 mins**  Community Connector (CConn) called Dr. Harris’ nurse (Blanca) to request a copy of member’s radiology order for her knee.  **10/23/2013 2:15 pm 7 mins.**  Community Connector (CConn) called visited Dr. Harris to talk to him about member’s plan of care. Radiology results show that member’s knee is swollen and cartilage is almost worn out. Dr. Harris mentioned that will do referral to South West Bone and Joint Institute with Dr. Robinson for evaluation and possible surgery. Dr. Harris recommended that member keeps taking the anti-inflammatory and painkiller medication prescribed during last visit until her appointment with Dr. Robinson. And also mentioned that wants to see member for a WWE sometime soon since she has not been checked since more than 10 years. And asked CConn to remind member of re-check appointment for HTN on 11/07/13. |

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| **COMMUNITY CONNECTOR’S COMPLETED PLAN OF CARE TASKS** | | |
| **GOAL** | **COMPLETED TASK** | **DATE COMPLETED** |
| * Minimize knee pain | * Met with primary care physician (PCP) to discuss plan of care (PoC) * Called member to discuss primary care physician (PCP)’s plan of care (PoC) * Assisted member with requesting an extra copy of radiology order * Facilitated call to Dr. Harris’ nurse to check on excercises * Facilitated call to SWB&JI to make appointment with Dr. Robinson | * 10/23/13 * 10/24/13 * 10/21/13 * 10/21/13 * 10/24/13 |

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| **COMMUNITY CONNECTOR’S PROJECTED PLAN OF CARE TASKS** | | |
| **GOAL** | **TASK** | **DATE TO BE COMPLETED** |
| * Minimize knee pain | * Attend specialist appointment (Dr. Robinson) with member * Check with member if excercises recommended by PCP are working better * Visit Dr. Robinson about plan of care for member * Double-check that member understands her insurance member’s benefits especially if surgery or major treatments are required | * 11/28/13 * 11/15/13 * 11/28/13 * 12/01/13 |

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| **MEMBER’S MOTHER SELF-MANAGEMENT TASKS** | | |
| **GOAL** | **TASK** | **DATE TO BE COMPLETED** |
| * Minimize knee pain | * Attend appointment with Dr. Robinson * Follow Dr. Robinson’s recommendations for treatment * Attend appointment with Dr. Harris * Follow recommendations for treatment from Dr. Harris | * 11/28/13 * Next month * 11/07/13 * Next month |