

Working Effectively With Your Case Manager

Be Organized: Have your POA, Will, Health Rep, Income Tax and Paperwork in Order.

Keep track of who you speak with, and when and what the outcome was.

If you can't reach the case manager, leave a detailed message - short and concise - don't forget to leave your phone number and who you are calling about - speak clearly and spell the name if necessary.

Designate a primary contact who can relate the information to the rest of the family. It is very difficult to review the situation with 3 different people.

Focus on the Situation or Current Issue at hand. What is the problem and what do you need help with?

Have a list of questions you need answered - so often we forget when we have a lot on our minds.

If it is an acute medical concern then that needs to be your focus. Call the Nurse Line at 811 or speak with your physician. Home support or residential services are only appropriate after the acute issues have been dealt with. A sudden change in abilities or a worsening of confusion is often a sign of an infection such as pneumonia or a UTI.

Working Effectively With Your Case Manager

Maintain a constructive relationship, deal with the concern in a positive manner.

Keep in touch - Let the case manager know if your situation has changed. No news implies that all is going well.

Some issues can be very frustrating - lack of consistency, variable times for workers, waiting lists, the length of time until someone can be seen. Not all of these things are under the Case Manager's control and chances are they are just as concerned as you are. They deal with over 100 high needs clients and are constantly juggling priorities.

Ministry Policies are not easily changed. Sometimes you may have to advocate on a higher level.

Ask about appealing a decision if you are unhappy with it. There is always a client concerns office in each Health Authority that you can raise issues with if necessary.

Private services to supplement Ministry ones can be a real benefit and provide a lot of relief for caregivers. Use the volunteers for visiting or driving, the Meal Programs, Housekeeping help for the things that others can do and save yourself for the things that need your personal touch.

Keep connected with support services such as the Family Caregiver's Network or other agencies in your area. They are an amazing source of information on programs and services that can assist you in your caregiving struggles.