



With compassion, integrity and vision the Case Management Department will be your guide while at McLaren Regional Medical Center.

## Welcome

Welcome to McLaren Regional Medical Center. The Case Management Department is here to help you with your hospital discharge and help you navigate through the medical environment. We will work with you and your physician(s) to monitor and arrange your continued care needs. It is our goal to make your stay here as comfortable as possible.

## Specific Services Available

- Medical Equipment
- Hospital to Hospital Transfer
- Home Care Services – Visiting Nurse Services of Michigan, and other local agencies. Your Case Manager can provide you with a list of home care providers.
- Bridging Communication between Family and Physicians
- Promote Quality of Care
- Patient, Family Advocate
- Counseling
- Notary Services
- Problem Solving
- Community Referrals and Resources
- Community Placement
- Education

### McLaren Café

(located on the first floor adjacent to the main lobby)  
Monday-Friday • 7:00 am - 7:00 pm

### McLaren Cafeteria

Breakfast 6:30 am - 10:00 am  
Lunch 11:00 am - 2:00 pm  
Dinner 4:30 pm - 7:00 pm

### Gift Shop

(located on the first floor adjacent to the main lobby)  
Monday-Friday 9:30 am - 7:00 pm

### Chapel

Unless a special service is being held, the Chapel is always open.

### McLaren Regional Medical Center Case Management

401 South Ballenger Highway  
Flint, Michigan 48532  
(810) 342-2375

**McLAREN**  
REGIONAL MEDICAL CENTER  
A McLAREN HEALTH SERVICE

[mclarenregional.org](http://mclarenregional.org)

M-26 (10/11)

# Case Management

Building Bridges Together



Better doctors. Better care.<sup>SM</sup>

**McLAREN**  
REGIONAL MEDICAL CENTER  
A McLAREN HEALTH SERVICE





Our purpose: to facilitate, advocate and coordinate quality customer service

### **The Patient's Spokesperson**

It is important that as a patient you have someone designated as a spokesperson for any decisions related to your healthcare needs if necessary. Case Management/Social Work Services are available on each unit. We may be reached by asking for help at your Nurse's Station or you or your spokesperson may call the main office at phone number (810) 342-2375. Our office hours are from 8:00 am - 5:00 pm Monday through Friday. We are located on the 4th floor in the South Tower.

### **Team Functions**

We are a team of professionals that begin looking at your discharge needs upon admission. We assist in all areas to help with your next level of care during your hospital stay.

#### **Leadership Team**

Tamar Pleasant-Swain, MBA , BSN, RN  
*Director of Case Management Department*

Ann Martin, BSN, RN  
*Manager, Case Management Department*

#### **Case Manager**

Each unit has a specially trained Case Manager who is a Registered Nurse who is able to coordinate and monitor patient centered care activities throughout your hospital stay. The Case Manager collaborates with multidisciplinary team members to evaluate, develop, and implement discharge plans according to needs. We will provide a bridge between the hospital and home.

#### **Social Work**

Assists with legal forms, the adoption process, and identification of concerns related to abuse or neglect. We will also assist with community placements and provide counseling and referrals for end of life matters, emotional and crisis support.

#### **Home Care Coordinator**

A liaison who is a Registered Nurse, provides information and facilitates home care services for patients discharging from the medical center. Services include skilled nursing care, hospice care, physical/occupational therapies, and medical equipment needs.

Visiting Nurse Services, a subsidiary of McLaren Health Care, offers these services. Many other home care agencies are also available. You have a choice in your home care provider.

#### **Assistants**

When you enter the Case Management Department, the administrative assistants greet you. Our goal is to be the last call you make to get to the right person who can assist you in your needs.