



## Care Management at Mount Sinai Health Partners

### What is Care Management?

Patient care at Mount Sinai Health Partners goes far beyond medical visits to the doctor's office. Our MSHP Care Management team partners with patients, family caregivers, and providers to identify and address known risk factors that can impede health including housing instability, language barriers, medication adherence and health literacy. Together with telephonic disease/symptom management and navigation services, the nurses, social workers, and care coordinators of MSHP Care Management blend their skills to offer personalized, impactful support to each referred patient.

### Ways to Refer:

- Email us: [MSHPCMReferral@mountsinai.org](mailto:MSHPCMReferral@mountsinai.org)
- Call us: **212-241-7228**
- Use our App: (Coming Soon!)

### Which Patients Are Right for MSHP Care Management?

Patients with:

- Multiple no-shows
- Unexplained non-adherence to medications/testing treatment
- Frequent admissions or ED visits that may be preventable with additional support
- Complex family dynamics that deplete the provider

Any patient the provider is worried about or feels something might be hindering a patient's ability to manage their health

### What to Expect:

- A brief intake call to understand the provider's concern (can be with an informed office assistant)
- Prompt outreach to the patient – same business day if urgent; within two weeks if chronic
- MSHP Care Management to provide communication about the assessment findings and plan of action via the provider's preferred method of contact (phone, email, text)
- Regular updates and outcomes as requested by the provider (weekly, monthly, quarterly, other)