

## Let us help you and your patients

Having a chronic illness can feel overwhelming for your patients. The Mount Sinai Health Partners PharmD Chronic Care Management Program can help. Our clinical pharmacists coordinate chronic care services for your Medicare patients living with two or more chronic conditions, helping them achieve healthier outcomes.

## What are the benefits for my patients?



### Patient Education

Our pharmacists ensure your patients understand how to manage their chronic conditions and medications



### Convenience

Our pharmacists are available by phone to answer patient questions



### Reduce Admissions

This program helps patients manage their chronic conditions, keeping them out of the emergency room and hospital

## Who should you refer?

Medicare beneficiaries who reside in the community setting that meet the following requirements:

- Multiple ( $\geq 2$ ) chronic conditions expected to last  $> 12$  months or until death
- Chronic conditions place the patient at risk of death, acute exacerbation/decompensation or functional decline

### Diabetes

Hemoglobin A1c  $\geq 8\%$   
Hemoglobin A1c trending upward

### Hypertension

$\geq 3$  documented uncontrolled BP readings

### Vascular Disease

On warfarin/DOAC, requiring additional medication education

### Asthma/COPD

Suboptimal control with current medications  
2+ ED visits/hospitalizations in the last year

### Hyperlipidemia

### Chronic Kidney Disease

### What are the costs?

Cost-sharing by patient depending on patient's plan

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### How should I inform my patients about the program?

Here are some key talking points you can use in your interactions with your patients.

*“Since you have (**insert disease state(s) here**), I think it would be helpful for you if you received extra care. We have a program designed to provide you with comprehensive, all-inclusive care for your chronic conditions. In addition to receiving care from me, your primary care doctor, you will receive dedicated and personalized care from our clinical pharmacist who is located here in our clinic on at least a monthly basis. Our pharmacist will help you take better care of your health so that you can reach your health goals.*

*This does not replace your regular visits with me. You will get this added assistance between your doctors' appointments to help keep you on track and better coordinate your care with any other providers/specialists you may be seeing. Visits with our clinical pharmacist are flexible and can be completed in-person in this clinic and via video or telephone call from the comfort of your own home.*

*If interested, I will reach out to our clinical pharmacist and have them give you a call to give you more information about the program and to enroll you.”*

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### To make a referral:

- Refer patients via EPIC referral order “**Consult to Pharmacy**” or EPIC In-basket message
  - Include CCM referral discussion in the message
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### Have a question?

Email the MSHP Pharmacy Team  
[MSHP.Pharmacy@mountsinai.org](mailto:MSHP.Pharmacy@mountsinai.org)

