

## HELPFUL CONTACT INFORMATION

Your case manager and other members of your health care team will be available to assist you after you leave the hospital.

### Case Management Department:

Monday through Friday, 8:30 a.m. to 5 p.m.  
626-256-HOPE (4673)

*After hours and weekends:* Call the City of Hope operator and ask for the case manager on-call. 626-256-HOPE (4673), extension 0

**Nursing Triage Call Center:** City of Hope offers a 24 hour phone line to nurses who can answer patients' questions about health concerns or self-care issues. This service is for nonlife-threatening medical problems only. 626-218-7133

### Pharmacy:

Monday through Friday, 8:30 a.m. to 6 p.m.  
Saturday, 8:30 a.m. to 3:30 p.m.  
Sunday and holidays, closed  
626-256-HOPE (4673), extension 88304

### Local and National Resources:

#### American Cancer Society

800-227-2345

Trusted information about cancer types, cancer treatments and support  
[www.cancer.org](http://www.cancer.org)

#### Cancer Care

Financial assistance for medications, home care, transportation and childcare, educational workshops online or by phone and support groups  
[www.cancercare.org](http://www.cancercare.org)

#### Cancer.net

Information from the American Society of Clinical Oncology on cancer types, treatments, advocacy, survivorship, resources, podcasts and news  
[www.cancer.net](http://www.cancer.net)

#### Partnership for Prescription Assistance

888-4PPA-NOW (888-477-2669)

Qualified patients without prescription drug coverage get medications they need for free or at a low cost  
[www.pparx.org](http://www.pparx.org)

#### Area Agency on Aging (AAA)

800-510-2020

<http://wdacs.lacounty.gov/programs/area-agency-on-aging>

#### Medicare

800-MEDICARE (800-633-4227)

[www.medicare.gov](http://www.medicare.gov)

# GETTING READY TO LEAVE THE HOSPITAL



## PARTNERING WITH YOUR CASE MANAGER

## CASE MANAGEMENT

Case management is a way for your health care team to partner with you in your care at the hospital and after you leave. The goal of case management is to prepare you for a successful discharge and transition to your home or other care facility.



## THE ROLE OF YOUR CASE MANAGER

Case managers help coordinate your care during and after your hospital stay. From the start of your hospital stay, your case manager partners with you to plan what you will need when you leave the hospital. They work with doctors, nurses, social workers, insurers, pharmacies and other members of your health care team to meet your specific care needs.

## QUESTIONS FOR YOUR CASE MANAGER

- Will I need to arrange for a ride when I leave the hospital?
- Where will I be going when I leave the hospital?
- Will I need home health services to help me with wound care, physical therapy or other care?
- Which pharmacy is covered by my insurance company or prescription plan?
- Who should I call if I have any problems?
- When do I get the medication(s) that I will need to take at home?
- Who should I notify if my insurance has changed?

## PREPARING FOR THE DAY OF DISCHARGE

While you are at the hospital, your medical team will keep working on your health care plan with you. Your safety and medical needs are our top priority and advice for your care needs will be made with these in mind. Together, you and your medical team can decide on after hospital support services that fit your health needs and your team will give you formal discharge instructions.

Your nurse will review a few things with you:

- **Schedule:** You will go over what to expect for your last day in the hospital.
- **Discharge Instruction Form:** Your medical team will make sure they shared the information clearly. They will check to see that you know your home care instructions such as drain care, dressing changes or wound care.
- **Medication List:** You will get a list with the names and doses of the medicines you will need at home.

