

Meet Your Patient Care Coordinator / Social Worker

Welcome to Peninsula Regional Medical Center

In an effort to better meet your needs and assure that you receive the highest quality of care, Peninsula Regional Medical Center provides the services of a Patient Care Coordinator to each of our patients and their families.

What Does A Patient Care Coordinator Do

Your Care Coordinator will work closely with your physician and other members of the multidisciplinary team to be sure that the services that you receive during your hospital stay are of the highest quality, are appropriate to meet your needs and are provided in a timely manner.

Coordinating Your Care

There is a Patient Care Coordinator available on most patient care areas. The Care Coordinator on your unit will try to visit you and your family early in your hospitalization. Together with your **physician**, the **nursing staff** and other members of the **multidisciplinary health care team**, your **Care Coordinator will participate in:**

- Developing a **plan of care that includes you** as the primary decision maker and goal setter.
- **Assessing your needs for care** that may be required during your hospital stay as well as after you are discharged.
- **Communicating** and working closely with all team members, including payors, to be sure your needs are met in a timely and efficient manner.
- **Representing your interests** and acting as a **patient advocate** to assure that your individual needs and goals are met.

The Role Of A Social Worker

The Social Worker is a resource for you, your family and the medical staff, offering the following services at no charge:

- Support, counseling and assistance to you and your family in dealing with the emotional and physical demands of illness and post-hospital care.
- Referral to community agencies.
- Coordination of transfers to nursing homes, rehabilitation centers and other health care facilities.

Patient Care Management Services Mission Statement

It is the mission of Patient Care Management Services at Peninsula Regional Medical Center to promote and support the provision of the highest quality of health care services to those we serve. We are committed to the satisfaction of our patients, the medical staff, hospital employees and the community. We respect each individual's rights and needs and strive to meet those needs in a manner that exceeds the expectations of those we serve. We support the provision of the highest quality of care in the most cost effective manner through the responsible use of available resources.

How Do I Contact My Patient Care Coordinator?

Patient Care Management
Services Office:
410-543-7277 • 1-800-547-3595
Fax 410-543-7193

Office Hours:
Monday thru Friday 7:30am - 4:30pm

OUR EXPERIENCE MAKES YOUR EXPERIENCE BETTER



MEDICAL CENTER
Part of Peninsula Regional Health System

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