

CARDIAC & CRITICAL BURN PATIENT ADVOCACY SERVICES (24 HR. ON AND OFF DUTY)

TETHYS HEALTH ADVOCACY SERVICES includes specialized Cardiac & Critical Burn Patient Advocacy and Case Management by registered nurses with the experience and expertise to manage these complex cases. Case management is a collaborative process which assesses, plans, implements, coordinates, monitors, and evaluates the options, resources and services required to meet the client's needs. It is characterized by patient advocacy, communication, and resource management and promotes quality and cost-effective interventions and outcomes. One primary point of contact for the patient and family reduces the complexity and stress when faced with a traumatic incident.

FOR CARDIAC CARE the Tethys case manager becomes a valuable resource anytime a member is referred for cardiac surgery or for any significant cardiac treatment plan which is recommended by the member's personal physician or specialist. The Tethys case manager can assist in the planning, coordination and implementation of care recommended by the patient's physician or assist with an alternative referral to any of Tethys in-network transplant centers that also have cardiac specialties. When McNeil/ARCH refers Tethys as the point of contact for their covered person, the Tethys case manager will contact the covered person and introduce Tethys as their case manager upon that referral.

FOR CRITICAL BURNS the covered member is generally already admitted to a regional burn center. The Tethys case manager can assist with possible family housing offered by the regional center. The case manager can also assist with discharge planning to rehabilitation facilities, outpatient therapy and pharmacy management.

SCOPE OF TETHYS CASE MANAGEMENT SERVICES

Upon referral from McNeil/ARCH, Tethys acts as the coordinator of the continuum of care. Tethys will synchronize with the hospital financial coordinators and clinical staffs and the insurance company case management staff ultimately responsible for the insurance claims to ensure the covered person is properly set-up in the provider's system for the appropriate procedures and related services. Tethys Case Management Services begin upon referral and end upon the transition of care. Tethys Case Management Services are only provided to Covered Person's insured by the McNeil Emergency Services Insurance Program.

CARDIAC CARE AND HEART TRANSPLANT

The National Cardiac Transplant median wait time is 7.6 months. Due to lengthy wait times associated with some heart transplants or other covered cardiac procedures there can be many opportunities to assist with the coordination of necessary services while being supportive to the covered person awaiting transplant or covered cardiac procedure. Cardiac patients and their families must be educated regarding the potential lifelong commitment post-transplant or surgery of taking medication to prevent organ rejection and promote healing. Lack of adherence to prescribed medication can cause rejection or graft failure. Tethys Medical Management will coordinate pharmacy or home care services to meet the patient's specific needs and will follow up to ensure pharmaceutical compliance while providing continued support.

CRITICAL BURN

The critically burned patient differs from other critically ill patients in many ways, the most important being the necessity of a team approach to patient care. The burn patient is best cared for in a dedicated burn center where resuscitation and monitoring concentrate on the pathophysiology of burns, inhalation injury, and edema formation. Post burn management can involve rehabilitation, additional surgeries, infections, deformities, contractures, wound care, pulmonary problems and pain management. Based on severity and body location the person's ability to return to work could be affected – SSDI may be appropriate. Families may need support and education to ensure adherence to medication schedules, wound care and infection control. Tethys also provides guidance and discharge planning through its' nurse case managers supported by Tethys physicians.

**TO UTILIZE THESE SERVICES CONTACT THE MCNEIL & CO.
CLAIMS DEPARTMENT AT (800)822-3747.**

