

# Free Help Navigating the Medical Maze

**W**hen you call Innovative Care Management (ICM) for free help with your pregnancy, a chronic disease, or a serious medical condition – you are adding a first-base coach to your health care team. Your case manager will provide you with the resources you need to make informed decisions, navigate the unfamiliar, and answer the questions you thought of after leaving the doctor's office.

Pat Reder, a registered nurse, is a case manager for ICM. Pat helps people live well with chronic conditions like diabetes, asthma, and heart disease. She is also a patient advocate when complex medical conditions like cancer, traumatic injuries, transplants, congestive heart failure, organ failure, high-risk pregnancies, and psychological issues flip your world upside down.

“For people with chronic disease, I’m a health coach,” Pat said. She follows up with individuals after their diagnosis. “The first phone call usually lasts between 30 and 45 minutes. We go through everything and talk about what

people can do to manage their condition.” Afterwards Pat mails flyers, brochures, and book recommendations to help individuals learn about their disease and what they can do to control it.

“I typically call people shortly after we are notified about the diagnosis,” Pat said. “Calls are then made to people anywhere from once a week, month, or quarter depending on how things are going.” She makes suggestions, answers questions, and offers much needed encouragement. Pat remains in contact, but calls less often, as people get a handle on their condition. They can call her as needed.



Case managers like Pat Reder of Innovative Care Management can help when a medical diagnosis flips your world upside down.

When the serious and unexpected happens, Pat acts as an advocate so patients receive the information, treatment, medicine, and medical equipment they need. She follows their progress closely and coordinates with all the care providers involved before, during, and after hospital stays.

Pat is just one member of ICM's case management team. Contact your site's Personnel Department, call 1-800-862-3338, or visit [www.innovativecare.com](http://www.innovativecare.com) to learn more about ICM's free programs for Bright Wood associates.