

Care Management “Elevator Speech” Development Sheet



High Risk/Chronic Condition Patient

Who

“EXAMPLES”

I really think you would benefit from our care management program. I work closely with my RN Care Manager, _____. She is basically an extension of me.

What (What it offers)

We have had great success with helping patients to manage symptoms, manage their condition, improve activity tolerance, avoid being hospitalized, etc.

When

She helps patients to tailor goals and appointments for your individual needs and life.

Where

She can work with patients over the phone or here at the office.

WHY!! (Benefits)

I believe this would benefit you because...

Your symptoms have worsened over the last....

Your medication regimen is complicated

She can devote additional time for you and update me

Next Steps

1. I would like to bring her in to meet you. She can talk about how she can help you and answer any questions.
2. _____ is with another patient right now. I am going to give you this flyer and have you set an appt with her in the next ____ (day, week, etc.)

Closing

I really think you will benefit from working with her.