

RECRUITING CASE MANAGEMENT PATIENTS:

Steps for primary care providers:

1

Approach patients identified as eligible to participate in the case management project.

2

Explain case management to identified patients using suggested script on the back of this card.

3

Ask patients if they would be comfortable having their name passed on to the case management and a member of the research team.



PATIENTS SUITED FOR CASE MANAGEMENT

Adult patients



Multiple service visits in the past year (primary care; Emergency department)



Complex health and social care needs

