



The Providence Center

**Case Manager Health Literacy**

Client Name

Client Number

Date Completed:

1. What did you understand about what your doctor discussed with you today?

*Instructions: Please ask client how many of the below discussion topics occurred at today's visit.*

- Diet
- Exercise
- Additional medical appointment referrals for tertiary services (PT, OT, etc)
- Weight
- Pain Management
- Medication
- Smoking Cessation
- Other:
- Disease Education
- Acute Symptom Management

2. What barriers do you think might get in the way?

*Instructions: Please ask client how many of the below barriers could impact following through with recommendations*

- Transportation
- Physical Limitations
- Navigating Health Care System Confusing
- Financial
- Mental Health Limitations
- Family
- Forgetfulness / Memory Loss
- Other:
- Stress
- Lack of Motivation

3. How did case manager address barriers?

*Instructions: For each barrier, please indicate how case manager will assist client in navigating.*

- Coordinate care with TPC primary or other TPC team member (i.e. case manager, therapist, nurse, psychiatrist, etc)
- Coordinate care with ES at TPC
- Coordinate care with family members
- Educate client about medication compliance
- Educate client about how to navigate the health care system
- Coordinate with medical provider to determine plan
- Determine if additional financial options available
- Utilize motivational interviewing to assess current importance and confidence of client to complete task
- Coordinate initial appointment at TPC Intake Dept
- Educate client about disease condition
- Offer to attend next medical appointment with client
- Provide cab voucher or education on public transportation
- Facilitate memory strategies to improve forgetfulness
- Other:

4. What might you do differently as a result of your visit today?

*Instructions: Ask client what he/she ultimately will do differently as a result of today's medical visit.*

- Improve diet
- Increase medication compliance
- Compliance with acute symptom management
- Attend additional medical appointments doctor recommended
- Initiate a smoking cessation or reduction plan
- Better manage weight
- Better chronic disease management
- Improve exercise frequency and/or quality
- Follow-through with pain management recommendations
- Other:



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5. Did you go the ER for any reason (medical or mental health) since the last time you were seen?

- Yes
- No

Case Manager Health Literacy  
Form 616  
Revised 7/31/2013

**Signature and credentials**

**Date**

Prepared by:

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