

Cypress Care Helps Case Managers Coordinate Hospital Discharges

ATLANTA – Clinical professionals in Cypress Care’s home healthcare department assist case managers facilitate appropriate and timely care for patients upon discharge from a hospital stay.

Prior to being discharged, each patient’s needs are assessed by their medical providers. This frequently results in referrals for home healthcare services, assistive devices, equipment and/or prosthetics, home or vehicle modifications, transportation services and ongoing rehabilitation therapy that are coordinated by the nurse case manager managing the case.

“As Fridays can be a popular day of the week for discharges, it can be difficult for a case manager to find an appropriate home healthcare provider who can staff a case and it may take several phone calls to complete the process,” said Debra Cerrato, vice president of clinical services for Cypress Care. “Instead, in a single phone call, case managers can refer the case to Cypress Care and let our clinical team coordinate the prescribed services on their behalf.”

Cypress Care’s home healthcare nurses work directly with the case manager making the referral, as well as discharge planners and physicians, to understand the patient’s medical needs. Orders and prescriptions can be obtained by Cypress Care to coordinate care for the approved services. Cypress Care alleviates administrative burden on case managers and helps reduce time associated with the discharge process.

Through an extensive national network of credentialed providers, Cypress Care’s home healthcare providers cover various levels of in-home nursing including skilled nursing, rehabilitation therapy, home infusion therapy, wound care, injections, blood draws, and non-medical nursing aides.

Cypress Care is differentiated in the market by its staffing of registered nurses who lead an interdisciplinary team in coordinating services on behalf of customers. In-house nurses assist with discharge planning and coordinate all home health needs to ensure the best possible care for the patient. For catastrophic cases where nurse case managers are assigned to coordinate the patient’s medical services, Cypress Care offers clinical nursing resources to engage in peer level discussions regarding the patient’s care. This facilitates immediate understanding of the patient needs, as requested by the nurse case manager.

“Cypress Care nurses effectively become an extension of our customer’s nurse case managers and serve as an ongoing resource to help coordinate all aspects of care for the claimant, including DME & supplies,” said Cerrato. “Referrals are assessed and routed to the correct person according to specialty and experience.”

Coordination of hospital discharge services by registered nurses in Cypress Care’s home healthcare department provides an additional level of clinical oversight for the patient to complement the nurse case managers at the customer’s sites. The company’s clinical expertise is a value-added service provided to our customers at no additional cost.

Ed. Note: To place a referral with Cypress Care, call 800.419.7191 or visit www.cypresscare.com.