



# Your Health

your team, your advantage

Care teams support your life-long health and wellness

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Because your health and quality of life are important to us, we've created a new way to support your individual health needs through a team approach.

### **Your primary care team:**

- Understands your individual needs
- Partners with you to improve your overall quality of life, in addition to healing you when you are sick
- Connects you with many types of health care professionals, including specialty care or community resources when appropriate
- Helps you find the care you need, when and where it is most convenient for you

## What is a care team?

Care teams are your home base for getting the care you need in the most convenient and supportive ways possible. Care teams include physicians, nurse practitioners or physician assistants, nurses, clinical assistants, pharmacists, dietitians and other professionals, as needed, to support your health and wellness.

They work hard to anticipate your needs and alert you to preventive care, immunizations and appropriate screenings.

## Your team advantage

**Improved access to care:** Having access to a care team means convenient access for you. Often, what you need can be delivered via telephone support or through Patient Online Services. If you need to see a provider face-to-face, we'll connect you with the right team member to address your concerns, whether that is a nurse visit for vaccinations, a session with a dietician or an exam with a doctor or nurse practitioner to diagnose and treat an illness. Your care team can determine the best route of care for your individual situation.

**Enhanced management of routine, chronic and specialty issues:** Care teams will follow up with you after a hospital stay if your recovery at home seems at risk. Care coordinators will help you learn to manage multiple chronic conditions more effectively. They will help you develop a care plan that optimizes your health so you can spend more time with family, friends and community.

**Coordinated care with specialty areas:** If you require specialty care, your primary care team can connect you with the right support, while partnering with you on your overall care plan. You may be able to get an eConsult that helps you avoid extra appointments. Your care team will coordinate with specialists to ensure your care plan fits your needs, your lifestyle and your family circumstances. Often, there are community resources that can help as well – and your care team will help you make those connections.