



Office Based Disease Management Patient Program



CIPA Western New York IPA, Inc.
A Partnership for Medical Excellence

1083 Delaware Avenue, Buffalo, NY 14209
Phone: (716) 862-2160 Fax: (716) 882-0478

Program Information

Information regarding the Office Based Disease Management program is available via the disease management section of the CIPA website: www.cipawny.org or our practice website: www.sheridanmedgroup.com. To learn more about the Office Based Disease Management program please call us directly at 332-4476 and ask to speak with one of the Care Coordinators.

Your Nurse Care Coordinators Are:

*Shalique
Candice
Maria
Susan
Brenda*

Office Phone: 332-4476
Hours of Operation: 8:30 am-5:00 pm
Monday thru Friday

Comments/Concerns:

To raise a concern or give general feedback please call: **332-4476**

**In the event of an emergency please call:
911**

In the event of an urgent situation, call:
332-4476

Call CIPA's toll free number at 1-877-304-2472 for questions regarding the Office Based Disease Management program.

The Disease Management Program does not advertise, market or promote any specific product or services to any patient or health care provider.



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Sheridan Medical Group Physicians

Richard A. Carlson Jr., MD, FACP
Rajiv Jain, MD
Frederick Michael Elliott, MD

Midlevel Providers

Elizabeth Schmand, FNP
Jamie Conklin, RPA-C

Practice Administrator

Anne Campagna
332-4476



1491 Sheridan Drive, Tonawanda, NY 14217

Phone: 332-4476
Fax: 332-4479



The Catholic IPA/Sheridan Medical Group Office Based Disease Management

Introduction

Sheridan Medical Group is committed to providing you the care, resources and information you need to achieve better health. We want to work with you to improve your health. That is why your physician is a member of the Catholic IPA (CIPA). Sheridan Medical Group has collaborated with CIPA on several other disease management projects aimed at improving the health of our patients.

What is the Catholic IPA (CIPA)?

CIPA is a network of physicians and Catholic hospitals from throughout Western New York organized to improve the delivery of health care in our community. By bringing this network together, CIPA is able to assist physicians and hospitals in sharing information and delivering coordinated care to our patients, including you.

What is Office Based Disease Management?

Office Based Disease Management is a program designed to improve the delivery of medical care to patients with Diabetes, Congestive Heart Failure and Coronary Artery Disease. Staff at the physician office have been trained to use evidence based medicine, patient education, coaching and active follow-up to effectively coordinate your care and treatment. The Disease Management Program provides you with extra assistance to improve your health and to prevent or limit complications associated with your medical condition. The program is administered through our nurses who specialize in Care Coordination.

What are Care Coordinators?

A care coordinator is a professional nurse employed within your physician's office. A care coordinator will provide you with additional medical support and coordinate your care under the supervision of your physician. This may include scheduling you for nurse visits, outreach and telephone follow-up, education, coaching and other support to assist you in managing your medical condition. Your care coordinators can give you the extra assistance that you may need to meet your treatment goals.

Am I Eligible?

All patients with Coronary Artery Disease, Congestive Heart Failure, and/or Diabetes are eligible for the Office Based Disease Management Program.

How am I selected?

Patients in the Office Based Disease Management program are identified by:

- Physician and practice team
- The type of medications you are on
- Your lab test results
- Hospitalizations and emergency room visits
- Self referral - YOU can request to participate
- Information you provide to our office

Patient Responsibilities

Patients participating in the Office Based Disease Management Program are expected to:

1. Follow/comply with the care advice offered by your physician's office/practice.
2. Provide your physician's office with all information requested that is necessary to carry out its services.
3. Notify your physician's office and your treating practitioner if you wish to disenroll from the program.

Patient Rights

The Patient has the right to:

1. Have information about the physician office and CIPA, its staff and its staffs qualifications and any contractual relationships.
2. Decline participation or disenroll from the programs and services offered by the office disease management program.
3. Know which staff members are responsible for managing your disease management services and from whom to request a change.
4. Make health care decisions interactively with your practitioners and care coordinators.
5. Be informed of all disease management options included or mentioned in the clinical guidelines, even if a treatment is not covered, and discuss options with treating practitioners.
6. Have personal identifiable data and medical information kept confidential; know what entities have access to your information; know procedures used by the doctor office and CIPA to ensure security, privacy and confidentiality.
7. Be treated courteously and respectfully by your physician office.
8. Communicate complaints to the physician office and receive instructions on how to use the complaint process, including the standards of timeliness for responding to and resolving issues of quality and complaints.
9. Receive understandable information.

