

What?

Managing the health of your family and yourself can be challenging. Now there is someone who can help you. Your onsite nurse case manager is a registered nurse (RN) who will partner with you, your family, health care providers and community agencies. Your case manager can help you and your family get the information, skills and resources you need to live well.

Where?

The onsite nurse case manager is a benefit provided by your employer and is available by phone or email. When needed, he or she may visit your home, attend a doctor's appointment or see you in the hospital. Visits may also occur in outpatient or community settings.

How?

The case manager is focused on getting to know you and your concerns. He or she partners with you and is respectful of your ideas, values and goals.



For personalized assistance based on your unique needs, please call:

Nancy Baniel, BSN, RN, CEN

Onsite nurse case manager

920-362-6256

nancy.baniel@aurora.org

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**Knowing
you well
keeps
you well.**

Your onsite nurse
case manager

 **Aurora Health Care®**
For your life.



**Your on-site
nurse case manager
is your partner
for better health.**

Here to help

You can expect your onsite nurse case manager to assist you and your family members in the following ways:

Clinical expertise

- Help you understand your condition
- Assess your strengths and needs
- Answer your questions
- Obtain information from a variety of sources
- Teach you about health issues in ways that fit your style of learning

Collaboration

- Work with you, your providers and others to create a personalized care plan
- Mobilize community resources
- Attend appointments with you
- Facilitate discussions of issues

Advocacy

- Encourage and support your self-care
- Give tips to help you talk with your health care providers
- Help you access services and overcome barriers
- Assist in finding providers who are in-network for your insurance plan
- Connect you with resources to help you understand your benefits

Health education

- Get you the information you need to stay as healthy as possible
- Evaluate progress toward your goals
- Help you arrange for additional services

Working together

Partnership between you and your onsite nurse case manager is best when you're able to:

- Be honest and open about your health condition and needs
- Keep your case manager up to date about changes in your health condition, appointments, emergency room visits and/or hospitalizations
- Visit your health care providers as often as necessary
- Keep your scheduled appointments or reschedule them promptly
- Work with your providers to develop and follow a care plan
- Ask questions when you don't clearly understand something