

# Connected Care Program

## What to expect as a patient

### What is Silver Cross Connected Care?

Connected Care is a new Medicare Program that helps patients with two or more chronic conditions get access to the care they need in between visits the moment they need it.

The program encourages your doctor and their clinical team to provide additional care to you in-between your visits to help you manage your health and achieve your health goals.

### What should you expect now that you are enrolled in Connected Care?

As a participant in Connected Care you will be given extra attention from the Silver Cross Medical Group Care Team month after month. Moving forward your Care Team will:



**Create and share a tailored Care Plan** to help guide you on how to best manage your health in between your visits.



**Send you 2 text messages per week** as general check-ins to help you best manage your health and chronic conditions over time.



**Call you to discuss more sensitive health-related information** such as lab results, medication schedules and compliance, etc.



**Function as a resource to you so that scheduling appointments,** asking questions or getting referrals is easy and stress free.



**Ensure you avoid unnecessary and costly hospital visits** through ongoing care management and early intervention in times of need.

Questions?  
Needs?  
Appointments?  
Symptoms?

**TEXT US AT:  
815.324.3718**



**SILVER CROSS**  
MEDICAL GROUP

The way you *should* be treated.

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## What does Connected Care require of you, the patient?

The Connected Care Program requires nothing from you other than your engagement and response. We'll help you best manage your health in between your visits, so your response and engagement is both required and appreciated.

Oftentimes patients find it most convenient to text instead of call for:



**Scheduling appointments & requesting referrals**



**Symptom — or health-related questions**



**Medication questions and concerns**

Please know that just like your medication, this program may have a small copay for some months. However, the prevention of one unnecessary hospital visit will save the average patients hundreds of dollars per prevented visit, and most patients find that their supplemental insurance helps to cover most, if not all, of the cost!

## What do you do if you no longer wish to participate?

If at any time you don't find the program valuable or worthwhile, just let us know! We'll remove you from the program the moment you inform us that you no longer wish to participate in the Connected Care Program.

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