What is Case Management?

Case Management is a collaborative and client centered process for providing services associated with the coordination of health care, health care related activities and benefits for ill and injured CAF members.

Who is a Nurse Case Manager?

A Case Manager is a degree prepared registered nurse who is part of the primary care team within the Canadian Forces Health Services.

What Do Nurse Case Managers do?

Nurse Case Managers assist Members to navigate the health care system by coordinating their care as they return to duty or transition to civilian life and the provincial health care system.

What are the benefits?

- You will learn more about CAF services, programs and benefits available to you.
- Your health care needs will be monitored and coordinated to ensure continuity.
- If you are medically releasing, the Nurse Case Manager will provide support and guidance on how to access civilian health care.
- You may receive assistance in applying for related benefits.

Who is eligible?

Canadian Armed Forces members who have complex health care needs and/or are medically releasing.

What can you expect?

Your Case Manager will:
- Meet with you to get to know you as a person and find out what’s important to you;
- Discuss your health needs;
- Coordinate any complex medical needs;
- Tell you about the services or programs that are available to you and help you access them;
- Develop a plan describing activities that you and the Nurse Case Manager will carry out to help you return to duty or transition to civilian life as smoothly as possible;
- Support you in developing a transition plan and meeting your goals;
- Check with you on a regular basis;
- Collaborate with VAC Case Managers to ensure continuity of services;
- Work with you to decide when case management is no longer needed.

What is our commitment to you?

- To treat you with respect and dignity.
- To maintain your confidentiality.
- To partner with you and the health care team.
- To strive for excellence and continuously improve our services.

CF Health Services Website: http://cmp-cpm.mil.ca/en/health/health-services.page
Case Management Website: http://cmp-cpm.mil.ca/en/health/personnel-providers/case-management.page