



## Intercede Transitional Care Centers (TCCs)

Intercede Health Transitional Care Centers specialize in providing short-term, focused care for people with chronic, hard-to-manage health problems. TCCs are not for everyone—just for the patients who really need intense outpatient care.

Typical TCC Patients include those that are:

- Medically complex
- Have 3 or more active diagnoses
- Frequently admitted to the Hospital
- Routinely present to the ER
- Have a high maintenance condition (CHF, CAD, DM, Hypertension, Asthma, COPD)
- Have a condition that is complex to manage
- PVD, DJD, chronic pain, unstable CHF, end stage CAD

### The Benefits

Our health plan clients experience a much more efficient care process for the TCC patients. Patients that are enrolled in the clinics simply cost less to treat. This is due to the fact that many patients, when faced with a medical need, present themselves at the nearest Emergency Room. The TCCs offer an alternative place for treatment.

### Our Services

Our job is to provide the “extra” care that some patients need to break out of the cycle of emergency room visits and hospital admissions. TCC doctors all have many years of experience working with patients with complex and hard-to-manage conditions.

Just a few of the benefits TCC patients will receive include:

- Comprehensive exams
- Care coordination services
- 24/7 access to a TCC physician
- Targeted educational materials and programs
- Self monitoring tools like scales and blood pressure cuffs
- Personal “check up” calls in between visits,
- Help understanding and using the benefits and resources provided by health plans.

### Our Goals

TCCs are well staffed by experienced Intercede Health Physicians. Nurse practitioners provide and oversee care support and patient education services. TCC patients will visit the clinic often (2 to 3 times in the first month), and spend more time with the physician during each visit (usually an hour or more.) TCC staff members assist patients in addressing social issues and removing barriers to care, like transportation. Patients may receive self-monitoring tools like scales, blood pressure kits, and cholesterol testing kits for no charge or copay. Education and condition support is provided both in the office and telephonically.

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