


OH—What a Web We Must Weave!

(Case Management in the MS
Patient)



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Insurance

- ❑ Know which insurance the client has—including prescription benefits.
- ❑ Get to know the Case Manager from the insurance company.
 - Enroll the MS client in the Case management services offered
- ❑ Become familiar with any “glaring” restrictions in regards to insurance.

Network

- Call Physical Therapy Center to become familiar with specific therapies available.
 - Wheelchair clinic
 - Women's Services
 - Aqua Therapy and water temperature
 - Driving Evaluation's

Referral Base

- ❑ Get to know which a neuro-urologist in area or which urologist is interested in MS bladders
- ❑ OB/Gyne that has accessible exam tables
- ❑ Which PCP will provide Medicare injections in the office
- ❑ Dietician
- ❑ Psychologist and Psychiatrist

Partnerships

- National Multiple Sclerosis
- MS Foundation
- Consortium
- UCP—this may vary in your area
- Department of Social Services
- Services provided by the Drug Companies

Case Study

- DLZ is a 38 year old female presented in the clinic 6 months after symptoms with vertigo and ataxia lasting 1 week. Identical twin sister is known to have MS. Her opening remarks “I want to know if I really have MS!” DLZ reports urgency and frequency of urination, near daily headaches, frequent recurrent genital herpes, recent dysmenorrhea, severe fatigue interfering with her ability to care for her three children all under the age of 5, one of which is a special needs child.

DLZ was started on Avonex for CIS in June, but only took 3 doses, due to side effects. She was switched to Copaxone and tolerates better, although reports poor adherence due to lack of support from her spouse. Her medication of choice for her headaches is marijuana, something her husband encourages because he then “doesn’t have to deal with her”.

During the interview DLZ frequently cried and then developed “tics” in her speech. She also reported a recent weight loss of 10lbs, current weight is 89 lbs.

Current EDSS is 2.0

What to do?

- ❑ MS doctor ordered labs, including Thyroid studies, evoked potentials, neuro-psyche testing.
- ❑ Found PCP close to her home.
- ❑ Referral to urologist
- ❑ Referral to OB/Gyne
- ❑ Enrolled her with NMSS chapter
- ❑ UCP referral
- ❑ After neuro-psyche testing referral to psychiatrist and psychologist

Questions or Comments?