

Your relationship with your personal health nurse is completely confidential.

How can I be sure that my health information is confidential?

Conifer Value-Based Care is legally required to keep your personal information confidential. Conifer will never give personally identifiable health information to your employer without your permission.

Will a Personal Health Nurse contact me?

If you are dealing with complex health care issues, a personal health nurse may call you to discuss your health care needs. Take the time to talk—your PHN is your advocate.

Can I contact a Personal Health Nurse directly?

If you are a hospital employee and enrolled in the Empire Blue Cross Blue Shield health plan, you may contact Conifer to discuss your situation.

While this program is especially useful for people with acute or complex chronic conditions, a PHN can help you answer questions about your care, or assist you with the resources you need.



For over twenty years as a nurse, **Johanne** has dedicated her career to empowering her patients. As a personal health nurse, she's ready to put the power in your hands.



Laura has worked hands-on with cardiac patients, children and chronic pain patients. As a personal health nurse, you'll find that no problems are unfamiliar territory for her.

When medical care gets overwhelming, our personal health nurses are on your team.

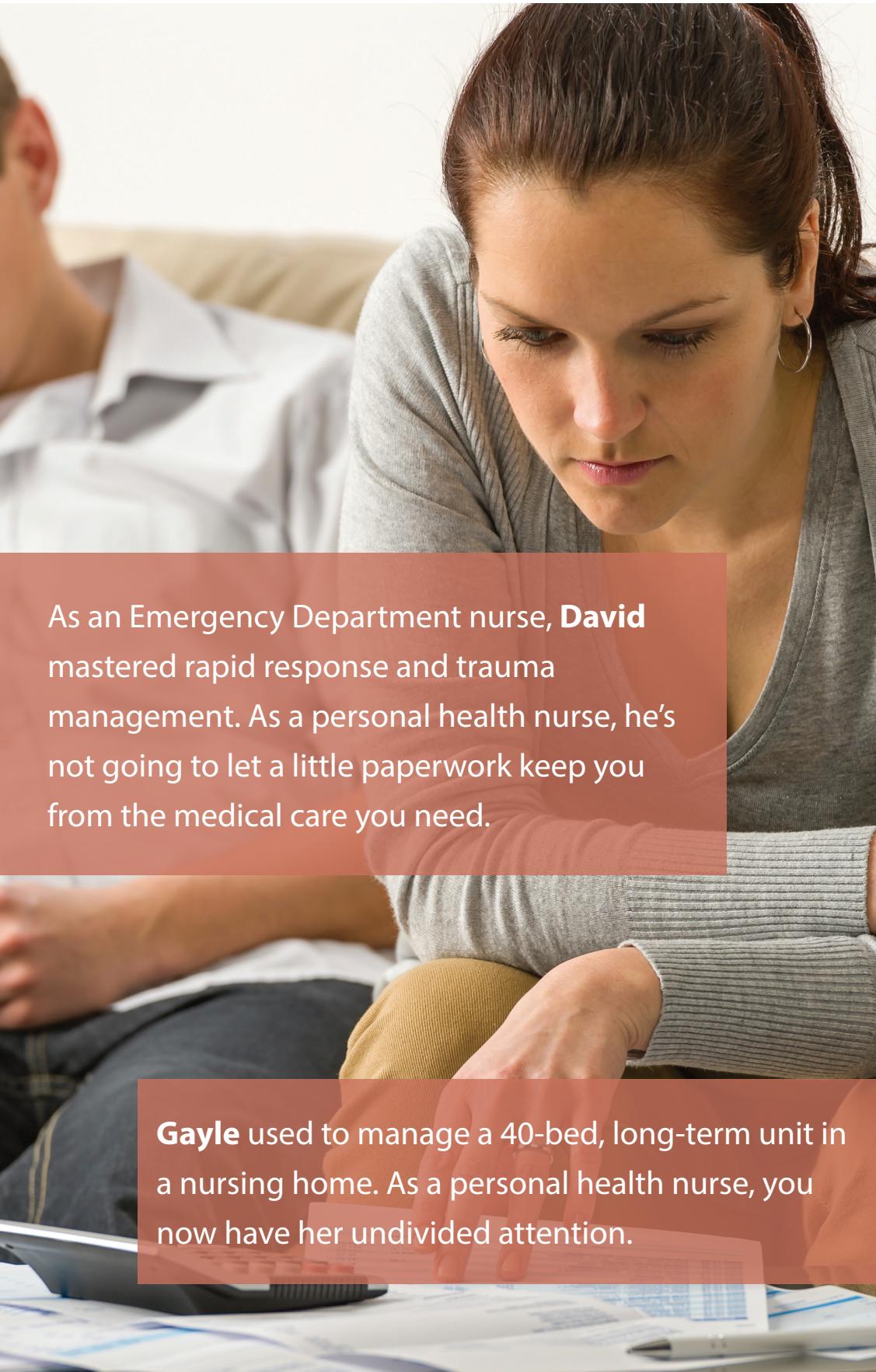
for benefit-eligible employees of
 **Catholic Health Services**
of Long Island
At the heart of health

Personal health management is a free service offered to hospital employees and their families who are facing health challenges.

When you enroll in personal health management, you work directly with a personal health nurse (PHN), both over the phone and in person. Your PHN helps answer your questions in between doctor visits, explains diagnoses and helps you explore your treatment options.

Your PHN also works with your doctor to make sure your information is accurate and current.

If you are seeing more than one doctor, your PHN makes sure all of your doctors have the latest information about your health and care. This coordination can make diagnosis and treatment more accurate, effective and less expensive for you.



As an Emergency Department nurse, **David** mastered rapid response and trauma management. As a personal health nurse, he's not going to let a little paperwork keep you from the medical care you need.

Gayle used to manage a 40-bed, long-term unit in a nursing home. As a personal health nurse, you now have her undivided attention.

Even for hospital employees, it isn't always easy to navigate health care.

That's where Personal Health Management can help. You can contact a personal health nurse if you are enrolled in our Empire Blue Cross Blue Shield health plan. Here are some instances where you might need a PHN:

- You have a health condition that places you at high risk of developing more serious health issues.
- You have a chronic health condition that needs to be managed by several specialists.
- You experience a severe health episode, where a personal health nurse can help you access an array of services.
- You simply have questions about your care.

Your personal health nurse is employed by Conifer Value-Based Care—a totally confidential third-party vendor.

If you think you or a covered family member can benefit from this service, please call 1-800-459-2110, ext. 2506.

If you would like to learn more about Conifer Value-Based Care, please visit coniferhealth.com.