



## Social Work and Care Coordination Services

*At University of Washington Medical Center*

Facing a new diagnosis or trying to manage a chronic illness can be stressful. It can change your life in big and small ways. University of Washington Medical Center (UWMC) social workers can help you and your family and caregivers understand how an illness will affect you. They can also provide support during your treatment.

Social workers are part of your healthcare team. They help ensure that the practical and emotional needs of you and your family are met while you are receiving medical care.

A UWMC social worker can work with anyone who is receiving care at the medical center who would like help. This includes all patients and their families, whether the patient is staying in the hospital or visiting a UWMC clinic.

### How do I know if I need a social worker?

If any of these statements are true for you, a social worker may be able to help:

- “I need community services.”
- “I need long-term care planning.”
- “I recently found out that I am ill and I don’t know what to do.”
- “I can’t take care of myself at home.”
- “I’m going to have a baby and feel overwhelmed.”
- “I can’t stop worrying.”
- “I need a place to stay when I leave the hospital.”
- “I don’t know what to do next.”
- “My family doesn’t agree with my decisions about medical treatment.”

Your situation might be different. Talk with anyone on your healthcare team about how a social worker can help you.



*While you are a patient at UWMC, our social workers will work with you and your medical team to help ensure that your practical and emotional needs are met.*

## What can a social worker do?

There are many ways social workers can help you and your family and caregivers. They can:

- Arrange for you to go home or go to another facility after your stay in the hospital.
- Teach you and your family and caregivers about the services and resources that can help you manage your health conditions.
- Provide or arrange for counseling services to support you through a crisis.
- Arrange for community services for you and your caregivers. These services may include home meal delivery, transportation to healthcare visits, and others.
- Help you and your family and caregivers find ways to cope with illness and life changes.

## How can I start to work with a social worker?

- You, your family members, doctors, nurses, or other members of your healthcare team can request a social worker to work with you. To get started, you can:
  - Call 206.598.4370.
  - Visit the Social Work and Care Coordination Services office in room CC-512, on the 5th floor of UWMC's Pacific Tower.
  - Ask your nurse to contact a social worker for you.
- Staff at the Social Work office can also help you contact the social worker who works with your specific healthcare team at the medical center or at a UWMC-Roosevelt clinic.

## When are social workers available?

Social workers are available to help patients and their families and caregivers weekdays from 9 a.m. to 4:30 p.m. at the medical center and at UWMC-Roosevelt clinics.

Social work services are also available after hours and on weekends on a limited basis. Ask someone on your healthcare team for help if you need to talk with a social worker after hours or on weekends.

### Questions?

Your questions are important. Call your doctor or healthcare provider if you have questions or concerns.

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