

The Case Manager
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**The Job of a case manager
To others is sometimes hard to describe
Because we can take care of our Clients
With dignity, without actually standing by their side**

**Because in the healthcare field
If your not specifically hands on
Others may try to judge you
Because you're not physically tired and worn**

**But case managers do get tired
And there's proof that it's true
Although sometimes it's very extensive
To explain what case managers do**

**For some think case management is the perfect job
They think we only talk to clients on the phone
They don't understand we also go through trial and tribulations
Trying to keep our Clients, healthy in their home**

**You see case management is not new
It's been around for over 90 years
We've been tolling and managing for our Client
Sometimes through blood, sweat and tears**

**Case management was started for Clients who had chronic illnesses
Whose care was looked over in a rush
Not realizing that this Client need much more guidance
And not just a special touch**

**So a case manager go the extra mile
To make sure that the supervision is there
To ensure that the Client get the best treatment they deserve
And seamless transition to excellent health care**

**Now there are many different types of case managers
But they all fill the same role
To Advocate for the Client
Because we all have the same goal**

**Sometimes case managers are not liked
And some think we are health care bullies
But we know the purpose of our jobs
And we put our heart into it fully**

**Case managers have a code of Ethics
And this is for a reason
Because the case manager's scope of practice
Include Autonomy, Justice, Veracity, Beneficence and Nonmaleficence**

**So case manager's just want you to understand
That we are the Client's voice
And they put their trust in us
To make the right choice**

**It's not just the Client we take care of
It's also the family that we serve
So case managers provide precise and effective communication
So the Client and family can understand the treatment that they truly deserve**

**Everyone cannot be a case manager
For they do not have the assets by which case managers are described
Motivator, Coach, Educator, Therapist,
With a huge dose of Compassion and Patience on their side**

**So when you come in contact with a case manager
Just know they are trying to provide the best care
To provide quality healthcare treatment for the Client
Is a responsibility we all must share**