WHAT IS NHI CASE MANAGEMENT?

Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet individuals and family comprehensive health needs. Case Managers promote quality, cost effective outcomes through contact with available resources.

WHO IS A CASE MANAGER?

Case Managers are recognized experts and vital participants in the care coordination team. They empower clients to access quality and efficient health care. Case Managers are typically nurses, social workers, physiotherapists and occupational therapists. Our Case Managers work with service providers in referring specialists to the clients and help manage their own care. Many insurance companies routinely appoint Case Managers to clients with severe, catastrophic or chronic conditions.

HOW CAN NHI HELP YOU?

In order to reintegrate an insured person into the labour market, reasonable measures are undertaken that include but not limited to:
- Integrity
- Compassion
- Family counseling
- Life skills training
- Rehabilitation counseling
- Financial counseling
- Employment counseling
- Vocational assessments
- Vocational or academic training
- Physical abilities
- Cognitive abilities
- Language abilities
- Workplace modifications and home devices
- Vehicle modifications
- Transportation for injured person

Over 50 Languages Spoken by Caregivers

416-754-0700
1-800-567-6877

Head Office:
2347 Kennedy Road, Suite 204
Toronto ON, M1T 3T8

NHI Case Management SPECIALISTS
416-754-0700

Accredited by Accreditation Canada

www.nhihealthcare.com
NHI’s team of Case Managers have the experience to help you access all your benefits, services, funding and equipment you need for your recovery. We take the worry, frustration, confusion and anxiety and carefully guide you through the system.

With our specialized experts, we can ensure that you and your family have the very best of rehabilitation that meet your needs. We will manage all your needs for you and keep you and your family updated at all times. We are there when you need us most, to help you every step of the way.

**HOW CAN NHI HELP YOU OR YOUR FAMILY?**

**NHI’s MISSION & VISION**

**MISSION**
Delivering innovative, safe, client-focused, supportive and culturally sensitive care in a cost effective and efficient manner in the communities that we serve.

**VISION**
Our aim is to provide excellence in service, offering unparalleled standards of care to our clients according to our accreditation standards.

**CORE VALUES**
- Best practice in business practices and in the services that we provide to our clients
- Client safety
- Partnerships and working as a team
- Practicing ethical behaviour individually and as an organization
- Ongoing innovation

**WHAT IS NO-FAULT INSURANCE?**

No-fault insurance means that if you are injured or your vehicle is damaged in an accident, you can then deal with your own insurance company for coverage and compensation regardless of who is at fault.

**WHAT ARE STATUTORY ACCIDENT BENEFITS?**

Statutory Accident Benefits are “no-fault” benefits that are available to you from your own insurance provider when you are involved in a motor vehicle accident. This means that no matter who was at fault in the collision, your own insurance company must pay for goods, services and other benefits provided for by the insurance policy as a result of the collision. These benefits may include but are not limited to:

- Income replacement benefits
- Caregiver benefits
- Non-earner benefits
- Medical and rehabilitation benefits
- Attendant care
- Housekeeping and home maintenance
- Expenses incurred for damaged clothing or visitor’s expenses when you are in rehab

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