

Understanding Your Healthcare Team

Who does what—and when should you call them?

Team Member	Primary Role	When You'll Typically Meet Them	What They Don't Usually Do
Primary Care Provider (PCP)	Oversees your overall health and preventive care	Throughout your life	Coordinate day-to-day care after a hospitalization
Hospitalist	Manages your medical care while you are hospitalized	During a hospital stay	Continue managing your care after discharge
Hospital Case Manager	Plans for a safe discharge and arranges post-hospital services	Before you leave the hospital	Provide long-term follow-up after discharge
Social Worker	Connects patients and families with resources, counseling, and support services	Hospital, rehabilitation, or community settings	Provide ongoing medical care
Visiting Nurse (Home Health RN)	Provides short-term skilled nursing care in your home after a qualifying event	After discharge from the hospital or rehabilitation	Remain indefinitely or provide 24-hour care
Physical Therapist (PT)	Improves strength, mobility, balance, and walking	Hospital, rehabilitation, outpatient, or home	Manage medications or overall medical care



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Occupational Therapist (OT)	Helps you safely perform everyday activities such as bathing, dressing, cooking, and managing your home	Hospital, rehabilitation, outpatient, or home	Provide ongoing nursing care
Speech-Language Pathologist (SLP)	Evaluates and treats communication, cognition, and swallowing	Hospital, rehabilitation, outpatient, or home	Manage medical conditions
Specialist	Treats a specific medical condition or organ system	As needed for a particular diagnosis	Coordinate all aspects of your healthcare
Private Care Manager / Concierge Nurse	Helps coordinate care, organize information, advocate for patients, and connect the many parts of the healthcare system	Whenever additional guidance or coordination is needed	Replace your physician or emergency medical care

The Most Important Thing to Remember

Every member of your healthcare team plays an important role.

However, no single professional is responsible for coordinating every aspect of your care.