

Your Partner for Outpatient Clinic Nurses and Medical Assistants

Qualified CARES Registered Nurses (RNs) and Medical Assistants (MAs) are able to support your clinic with a variety of services and function as an extension of your office staff.



100,000

**Decrease in total supply
of RN's from 2020-2021**

The largest drop observed over
the past four decades.*

Our Solution for Your Clinic Staffing Needs

Nationwide nursing shortages have put a significant strain on our health care system and created a highly competitive job market for recruiting and retaining clinical staff.

With the growing geriatric population, AMCM saw the need for outpatient clinics to fill critical roles, and in response, created our CARES program.

CARES ensures that your hospital system or provider group has the clinical support needed to communicate with patients beyond the clinic doors.

73%



Increase in the
geriatric (65+)
population in the US
from 2011-2019**

AMCM has RNs and MAs available to provide services that meet your clinic's unique needs.

The remote clinic staff come from a variety of specializations and can assist with the specific needs of your clinic's scope of practice. We partner with each individual clinic to ensure streamlined communication between AMCM, assigned remote staff, and your clinic.

HOW IT WORKS

Support for Clinics in the Delivery of Healthcare Services

Our CARES program provides the flexibility you need to help increase clinic efficiencies through a cost-effective, streamlined solution.

Responsibilities may include:

- Monitoring the electronic medical record (EMR) system for incoming messages
- Reviewing lab results with patients
- Processing medication refills
- Scheduling appointments
- Pending orders and triaging patients

Remote clinic nurses may also:

- Complete telephonic assessments, provide clinical advice via established symptom-based protocols, as well as, referrals to specialists and community resources

Nurses are also trained to:

- Provide telephonic education and counseling on a variety of health related topics

CARES

Clinical Advantage Remote Engagement Solutions

PROGRAM SCOPE



AMCM applies a flexible and collaborative approach to identify and meet your clinic's staffing support needs



AMCM provides nurses and medical assistants with general and/or specialized backgrounds, experiences and certifications



All nurses and medical assistants will have knowledge of EMR systems

PROGRAM FEATURES

- **Convenient Onboarding Process:**
AMCM brings the expertise to efficiently onboard RNs and MAs with your clinic. We integrate qualified RNs and MAs into your office team to create a seamless experience for your patients.
- **Promoting Clinical Outcomes:**
Our services offer professional oversight using evidence-based guidelines to promote optimal clinical outcomes through proper utilization of medical resources.
- **Promoting Education and Coordination:**
Health education and counseling are provided when appropriate and referrals can be made to network hospitals and physicians.
- **Using Evidence-Based Guidelines:**
RNs leverage evidence-based, nationally recognized protocols and guidelines to effectively triage patient symptoms. RNs follow standardized algorithms to determine severity of illness or injury and appropriate recommended outcomes specific to the patient's unique condition.
- **Leveraging Licensed Professionals:** Around-the-clock access to U.S. based staff who are properly licensed and credentialed in all jurisdictions where we do business.
- **Utilizing Innovative Technology Solutions:**
AMCM's state of the art technology connects remote RNs or MAs directly with your clinic's EMR.
- **Cost Effective:**
By removing the overhead cost for full-time employment, AMCM delivers a cost-effective solution for your clinic staffing needs.
- **Integration Into Clinical Team:** RNs or MAs can be integrated into your clinic team at the level with which you desire.
- **Specialty Clinic Solutions:**
RNs with specialized training, education and certification(s) support specialty clinics nationwide.

Amalgamated Medical Care Management is a premier national leading resource for a comprehensive suite of high quality care management services including Utilization Management, Case Management, Physician Review, and Nurse Helpline/Health Information. The company also offers other vital services ranging from Disease Management, Disability Management, Readmission Management, and Maternity Management, Medical Claims Review and Network Referrals.

Since 1994, Amalgamated Medical Care Management has been a valued medical management resource to diverse organizations including hospitals, physicians, health-care plan sponsors (e.g., unions, trust funds, businesses, employee assistance plans (EAPs), ERISA funds), colleges,

managed care companies, health plans, other care management firms, and government agencies such as Centers for Medicare and Medicaid Services (CMS) and Indian Health Service (IHS). They have come to rely on Amalgamated for the excellent clinical acumen of the physicians and registered nurses, knowledgeable medical directors, courteous customer service representatives and unwavering commitment to optimum patient outcomes and cost-effective healthcare.

In today's era of value-based healthcare and population health management, Amalgamated Medical Care Management has earned the reputation as a clinically strong, competent resource providing quality medical care management services 24 hours a day, 7 days a week.

**A Worrisome Drop In The Number Of Young Nurses", Health Affairs Forefront, April 13, 2022. DOI: 10.1377/forefront.20220412.311784

**Haddad LM, Annamaraju P, Toney-Butler TJ. Nursing Shortage. [Updated 2022 Feb 22]. In: StatPearls [Internet]. Treasure Island (FL): StatPearls Publishing; 2022 Jan-. Available from: <https://www.ncbi.nlm.nih.gov/books/NBK493175/>

†*3 Key Stats About Medical Assistants in 2022", National Healthcareer Association, 2022



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