

Complex Care Program: What to Expect

Saint Paul, Baxter, Burnsville, Maple Grove, Phalen



WHAT IS THE COMPLEX CARE PROGRAM?

Complex Care at Gillette is a program with a comprehensive team looking at the whole individual. We aim to coordinate healthcare and partner with patients and families to work towards physical, emotional, and social well-being. We partner with patients and their families to develop reachable goals related to medical and non-medical needs, identify gaps in care, and plan next steps.

To help ensure we meet the needs of each individual, we partner with many different experts and resources in the community. Your Complex Care team closely collaborates with:

- Your primary care provider
- Your specialists at Gillette and outside of Gillette
- Additional team members at Gillette including social workers, therapists, and dietitians
- Community support services

Complex Care is not primary care. We collaborate with your primary care provider and care team to support and coordinate your care.

WHO IS ELIGIBLE FOR THE COMPLEX CARE PROGRAM?

Complex Care At Gillette is specifically designed for children or young adults ages 0 to 26 who have multiple chronic health conditions or complex medical needs.

For patients 26 and older, focused appointments are available to address transition to adult healthcare or coordination of adult healthcare.

HOW DO I MAKE A COMPLEX CARE APPOINTMENT?

Patients can get an appointment through self-referral or referral from their primary care or specialty provider.

To make an appointment or to learn more about Gillette's Complex Care Program:

- Patients/Families: Please call 651-290-8707
- Providers: Please call 651-325-2200

WHAT CAN I EXPECT FROM A COMPLEX CARE APPOINTMENT?

Complex Care puts your child at the center of care, supported by coordinated work with your primary care provider and other subspecialists. With Complex Care, you have a dedicated person to help coordinate care for your child. The Complex Care provider will review available medical records before your child's appointment.

Your child's initial Complex Care Clinic visit will take approximately 2 hours. We will discuss your child's medical history, current health status, and services (home, school, and community). We will work with you to coordinate a care plan. This may include lab work, imaging, and referrals to providers and support services.

Follow-up appointments will be one hour as we review the current plan and medical status, and update your care plan. As your child ages, we will also help with the transition to adult care services.

WHAT SHOULD I BRING TO EVERY COMPLEX CARE APPOINTMENT?

Because appointments can be long and detailed, please bring the following items to ensure a smooth appointment.

- Items to entertain your child while you talk to the provider
- Anything needed for cares during the appointment time (2 hours minimum)
- A complete medication list
- A current provider list
- Summary of care, if available
- List of questions and concerns
- Optional: Some families find it helpful to bring an additional support person



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Gillette complex care experts offer Quick Care Clinic appointments Monday - Friday for Gillette patients experiencing minor illnesses.