

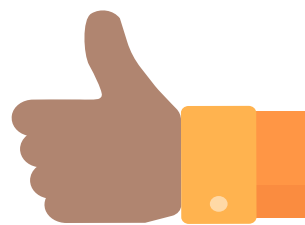
Get to Know Your Chen Care Team



When you walk into a Chen center, you'll meet a team of people who are committed to help bring you more good days. We to get to know you personally, support you, and partner with you to make sure you get the care you deserve.

Your health isn't managed by just one person, but by a full care team. Our doctors, nurses, and support staff work together to give you more attention, more time, and more care. That means faster answers to your questions, less stress on you and your family, and a team that's focused on keeping you healthy, not just treating you when you're sick.

Here's Who You'll Meet at a Chen Center



Care Facilitators

Key Duties Include:

- Our front desk team members welcome you when you arrive and help you feel at home
- They answer phone calls and remind you of appointments
- They make sure you can easily connect with your doctor or care team



Care Facilitators make your visit easier from the start by answering questions, helping with reminders, and making sure you feel welcome every time you walk in.

Care Promoters

Key Duties Include:

- Our medical assistants check your vitals, like blood pressure and temperature
- They provide simple treatments, like breathing help or IVs
- They share updates about preventive services, like flu shots



Care Promoters are by your side during your visit, checking your vitals and sharing helpful tips so you can stay on top of your health between appointments.

Care Coordinators

Key Duties Include:

- Our referral coordinators help you get supplies or equipment, like a wheelchair
- They help you get the referrals you need, connect you with specialists for extra care, and schedule appointments with them
- They follow up to make sure your doctors have the right information



Care Coordinators take the stress out of managing care by arranging equipment, scheduling specialists, and making sure your doctors stay on the same page.

Primary Care Providers (PCP)*

Key Duties Include:

- Your PCP listens to your health concerns and provides checkups
- They diagnose, treat, and help prevent a wide variety of medical conditions
- They lead your care team and coordinate your overall health plan



The relationship you build with your provider ensures they know you best—listening carefully, guiding your care plan, and making sure your whole health is supported.

*Note: Most PCPs are doctors, but nurse practitioners can sometimes also be PCPs.

Additional Care Team Members



Case Managers and Social Workers:

They're here to help beyond the center, supporting you during a hospital stay or with your emotional health.



Pharmacy Technicians:

They save you time and worry by filling many prescriptions right at the center, so it's easier to get the medications you need.



Specialists:

When you need extra expertise, your doctor can quickly connect with trusted specialists to give you the right care without the wait.

At Chen, your care team works together, partnering with you to keep you healthy, active, and out of the hospital. You don't have to manage your health alone. You'll have a group of people who know you, support you, and make sure nothing falls through the cracks.

See the difference a care team can make. Your health deserves it.



Chen Senior
Medical Center

Call Chen today at (855) 845-6333

For more information visit: [chenmedicalcenters.com](https://www.chenmedicalcenters.com)