

Care coordination and the Regional Care Teams

CareOregon Regional Care Teams (RCTs) offer providers a community of resources with a single point of contact for you and your patients. RCTs work closely with providers and members – through both telephonic and community-based support – to smooth the way to better care and better outcomes.

Each RCT is made up of care coordinators with a variety of backgrounds and experience, including:

- ▶ Nursing
- ▶ Behavioral Health
- ▶ Substance Use Disorders
- ▶ Pharmacy
- ▶ Health system navigation
- ▶ Local community resources
- ▶ And others

When to call your RCT

RCTs offer care coordination and support for patients with multiple or complex needs, such as:

- ▶ Multiple chronic conditions
- ▶ High or special health care needs
- ▶ Chronic pain needs
- ▶ In-home care needs
- ▶ Daily living or social needs
- ▶ Medication review and support
- ▶ End-of-life support
- ▶ Substance use
- ▶ Behavioral health concerns
- ▶ Oral health concerns

How RCTs are structured



With care coordination through RCTs, we will deliver the right care, at the right time, in the right place, with the right team.

How to make a care coordination referral

Call your RCT directly at the number listed below or email [ccreferral@careoregon.org](mailto:cereferral@careoregon.org)

RCT name	Phone number	Region/clinic system
Steel	503-416-3727	Washington County OHSU Clinics House Call Providers
Abernethy	503-416-3729	Clackamas County Adventist Clinics
St John's	503-416-3726	Multnomah County — west of I-205
Tilikum	503-416-1770	Multnomah County — east of I-205
Sellwood	503-416-3768	Maternal Child Health Pediatric Clinics Foster Care Youth
Burnside	503-416-3657	Central City Concern
General/Unassigned	503-416-3731	No RCT Assignment Unknown

Not sure which RCT to contact? Call our unassigned care coordination line at 503-416-3731 or Customer Service at 503-416-4100 and we'll connect you to your assigned team.