

Know now: Connected care is better for you



You've been going to the doctor your entire life. But more than ever, you may notice your care is becoming more personalized, more preventive-focused, and more complete. That's by design. As physicians, we've learned that the best care is the kind that encircles you and works to keep you well.

What is connected care?



Imagine yourself and your primary care provider (PCP) at the center of a circle. All around you are care team members, specialists, support services, and a vast array of resources ready and waiting. Your PCP can reach out and choose what you need, when you need it.

Communication is key

Any relationship is based in communication. That is also true of your relationship with your PCP. The fastest, easiest, and most-secure channel of communication is through MyChart. This do-it-all patient portal's messaging feature gives you a way to directly write a note to your PCP, which will be answered within 48 hours. This way, you can have an ongoing conversation about your health.

The bottom line

The goal of connected care is to help you stay as healthy as possible. This makes connected care more affordable for you. There are a few reasons why:



- Seeing your PCP on a regular basis can help stop chronic conditions before they happen, or manage them before they get out of control
- When you practice preventive care, you have fewer visits to the emergency room
- If you're healthier, you have fewer missed days of work

In short, seeing your PCP regularly may keep your medical costs lower.

To find care, call 1-702-877-5199, TTY 711 and we'll connect you with a primary care provider.

If you haven't already, use the QR code to download MyChart from your app store and follow the directions to get started.



Apple



Google

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Connected care in action



Every day, we use connected care to improve the lives of our patients. Here is one very-recent example.

An elderly patient in assisted living with a complex medical history is under the care of a PCP plus a urologist, podiatrist, and neurologist. Because they're a complex patient, they're part of a program where we take the initiative and check in with them each month with a visit or phone call.

This check-in exists to ensure they have all the medications, referrals, and appointments they need to help them remain as comfortable as possible. Between check-ins, the patient had an accident and fall that sent them to the ER for stitches in their scalp and arm. Then they were discharged and sent back to assisted living.

The patient PCP was automatically notified of the emergency room visit and followed up with a video chat the next day. She discovered her patient was in pain, unable to move, and clearly needed more help. The PCP wanted them in skilled nursing as soon as possible.

With a quick communication to the patient's care team, the rest happened quickly. Case managers found them a place, safe transportation was arranged, pharmacy was on the case, and within five hours they were admitted.

In the weeks since, the PCP has performed follow up visits to ensure the patient is getting the care that takes their complex conditions into account, fits with their medications, and helps them regain as much health as they can.

Their PCP admits that, had she worked in a different primary care clinic, she wouldn't have had the support to produce this outcome. She marvels at her team.

And she says, simply:

"I don't know how we could practice effectively without this team."



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