

Michigan Depression Outreach  
and Collaborative Care  
(MDOCC)



Patient  
Information

## Program Information

The Michigan Depression Outreach and Collaborative Care program (MDOCC) is an essential part of the University of Michigan Depression Center and is a **free** service available to patients who are seen in the Depression Center or who are referred to the program by their primary care physician. This program is intended to complement the care you receive from your clinician.

Depression, like many medical illnesses, often requires treatment that must be ongoing, thoroughly treating current episodes, and preventing new episodes from occurring. All too often, treatment for depression is too short or incomplete, not helping you to fully recover from the depression.

For these reasons, the MDOCC care managers, nurses or social workers with specialized training in depression care, are available to assist you with questions or needs you have related to your treatment. They will provide answers to questions about medications and side effects and help you to develop self-management skills to prevent a relapse of depression. Our care managers are knowledgeable about a variety of other treatment resources that you may find helpful.

## Program Information (cont)

One of the most important roles of the care manager is helping to ensure that you are making progress, both in how you are feeling and functioning at home and at work. For us to keep track of treatment progress over time, we ask you a number of questions periodically to measure how you are doing. These questions are designed to assess your mood, sleep, appetite, energy, medication side effects and satisfaction with care. Measuring these aspects of depression on a regular basis will enable us to see the progress you are making, just as doctors also check your blood pressure or temperature to see how healthy you are.

These questions will be asked of you in regular phone calls from the care managers. MDOCC has three levels of involvement:

Level 1 is for persons who are recovered from their depression and are only getting maintenance treatment. You will be called every 3-6 months.

Level 2 is for persons who are still having some symptoms of depression. You will be called every 3 months.

Level 3 is for persons who are still quite depressed and who may need additional help from the care managers. You will be called monthly.

## Program Information (cont)

It is hoped that once you recover from your depression, you will move to level 1.

The MDOCC care managers are available by phone during weekdays and some evenings. Please do not hesitate to call if you have any questions or concerns. Care managers are readily available by phone and can help you to problem solve issues or concerns you may be having. If you call and are unable to reach a care manager please leave a message and someone will call you back as soon as possible.

### **Contact numbers for MDOCC care managers:**

Toll free	<b>866-340-0013</b>
Local	<b>734-936-8706</b>

For **emergency assistance**, please call University of Michigan Psychiatric Emergency Services:

**734-936-5900**

To schedule an evaluation at the University of Michigan Psychiatry Department:

**800-525-5188**

## Compliments, Comments & Complaints

At the University of Michigan Health System, we believe in a philosophy of patients and families first and exemplary customer service. Your satisfaction with the care we provide and the manner in which we provide it is extremely important to us, so please let us know how we're doing.

The first course of action in **reporting a concern** is to talk directly with one of our care managers, if this does not produce a satisfactory response you can:

1. Call the Office of Patient Relations at 734-936-4330 or toll-free 1-877-285-7788, Monday through Friday, 8 a.m. to 5 p.m.
2. Go to the [Office of Patient Relations Web site](#) to fill out a [commendation/concern form](#). The form is accessible 24/7 and submits directly to Patient Relations.

If your concern is not resolved after using these options, you may contact the Joint Commission on Accreditation of Healthcare Organizations: 800-994-6610.

In addition, you can **send a compliment** to a particular staff member, doctor, nurse or unit by filling out a [You're Super Gram](#). These are available at all hospital Welcome Centers.

Making sure all of our patients and their families are extremely satisfied with the care we provide is our top priority. If you are not happy, we want to know about it and we will make every effort to resolve your concerns. Thanks for taking the time to share your feedback with us.