

# 24-Hour NurseLine

## Help when you need it!



Let's face it, medical situations don't always happen during business hours. What do you do when you know it's not life threatening but you need advice? Call the 24-Hour NurseLine!

Available 24 hours, 7 days a week. You can call our *free* 24-Hour NurseLine any time of the night or day to receive trusted health information and advice from the comfort of your home. A nurse will call you back with additional advice and information based on your health questions and needs.

**Not sure where to go for help?** You can always call the 24-Hour NurseLine for care advice based on your symptoms, or refer to the tips below.

**24 hours a day,  
seven days a week**

(855) 834-6150 Toll-free  
(844) 514-3774 TTY

### 24-Hour NurseLine

- It's after hours and you have a health related question
- You need to speak to a medical professional to see if you should go to the doctor or not
- You have a medical question but don't think you need a doctor

### Urgent Care

- You need care but it isn't life threatening
- For illness such as cold, flu, bronchitis, sinus infection, strep throat, ear infection, vomiting, and diarrhea
- For injuries such as bumps, bruises, nose bleeds, minor burns, simple fractures, cuts, and dislocations

### Emergency Room

- It's life threatening
- If you experience trouble breathing, chest pain, choking, severe head injury, seizure, severe burns, heavy bleeding, or other life threatening conditions
- If it's an emergency, call 911 or go to the emergency room

**QUESTIONS?** We're here to help.  
Contact Customer Service:  
(888) 863-3637 Toll-free  
(800) 729-2900 TTY

### WE'RE OPEN

#### October 1–February 14:

8 am–8 pm local time zone, seven days/week

#### February 15–September 30:

8 am–8 pm local time zone, Mon–Fri

*PacificSource Community Health Plans is an HMO/  
PPO plan with a Medicare contract. Enrollment in  
PacificSource Medicare depends on contract renewal.*

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 PacificSource  
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