

# Help is a phone call away.



## It's after hours. Who can help you decide what to do?

Should you treat the problem at home, call your doctor in the morning, or get to an emergency room or urgent care center? Whether it's pain, an injury, or a fever that won't go down, advice on what to do is just a phone call away—**24 hours a day, 7 days a week, 365 days a year.**

## Get **FREE**, confidential help from the 24-Hour NurseLine.

Treating the flu within 48 hours can reduce the length of your illness. To help you feel better sooner, call the 24-Hour NurseLine at the first sign of flu. A registered nurse will help you decide how to treat your symptoms.

- Your call is answered quickly.
- The nurse asks you the right questions, helps you decide what to do, then can help you find the nearest in-network provider or pharmacy if you need one.
- The nurse stays on the line as long as it takes to decide.

## 24-Hour NurseLine **800-841-8343**

(number is on the back of your Premera card)

**Always call 911 or your local emergency number if you are having a medical emergency.** NurseLine gives general information, but does not diagnose or prescribe. NurseLine cannot advise you about what is covered by your plan.

*"I just wanted to thank you so much for the care over the weekend, it was scary for all of us and your help was great. Thank you."*

*"The nurse I talked to was very knowledgeable and caring. I would have done everything wrong if I hadn't called, and she gave me great advice. Please tell her thank you."*

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