



## Nurse Advice Line

*A new place to turn when you need help with healthcare decisions*

KidzPartners members now have another source for help with their health ~ our Nurse Advice Line. With this new benefit, advice from a registered nurse is always just a quick phone call away. (This benefit is provided directly by KidzPartners, not by the CHIP program.)

### How can Nurse Advice Line help?

Have you ever had a sudden health problem, and not been sure about what to do? Maybe it didn't seem serious enough to see your primary care provider (PCP), but you didn't want to ignore it either.

Maybe your child had a high fever in the middle of the night? And you weren't sure whether you should give her a fever reducer, or call her PCP, or head for the emergency room.

Now you have help in situations like these. 24 hours a day, every day. Just call our Nurse Advice Line.

### What is Nurse Advice Line?

Nurse Advice Line is a phone service that puts you in touch with highly trained RNs ~ nurses with an average of 19 years of experience. Nurses who have had special classroom and computer-based education to prepare them to answer your questions when you call.

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Nurse Advice Line nurses are supported by a computer "knowledge base" of over 5,500 topics covering health conditions, medical tests and procedures, and medications. And the Nurse Advice Line service has been approved by URAC, a national organization that checks the quality of healthcare centers.

### What happens when I call?

When you call our Nurse Advice Line, you'll get a quick answer. Most calls are answered in less than half a minute. You'll be asked for your name and your child's name and KidzPartners member number (on your child's ID card) to confirm eligibility as a KidzPartners member.

Then you'll be asked briefly why you're calling. In most cases, urgent calls are put through to a nurse right away. If your call is less urgent, or you're just calling for health information, a Nurse Advice Line nurse will call you back. Return phone calls are usually made within half an hour.

### What will Nurse Advice Line nurses tell you?

If you're calling because of a health problem, the nurse will ask about your child's symptoms and health history. Then the nurse will help you decide what to do. The nurse may:

- Give you tips to care for the problem yourself
- Suggest that you call your child's doctor
- Tell you to go to an Emergency Room (ER), or call 9-1-1

You can also call for general health information. The nurse will help you learn more about the health issue, treatment or medication that you call about.

Please keep in mind that you should always talk with your child's PCP about all your health concerns. And you can call your KidzPartners PCP at any time for urgent health issues. **If your concern is life threatening or you need medical help right away, don't use the Nurse Advice Line ~ call 9-1-1 or go to the nearest ER.**

### Where do I call?

To reach our Nurse Advice Line, call 1-866-855-9747 toll-free. Remember that Nurse Advice Line nurses are ready to help you around-the-clock.

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**For help, call our Nurse Advice Line  
anytime at 1-866-855-9747.**

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