

# Nurse On Call

## Health care advice at no extra cost

Nurse On Call can help with your health care questions and much more. This service is for Banner Medicare Advantage members. It supports the care you receive from your primary care provider (PCP).

## Help getting the right kind of care

Nurse On Call registered nurses (RNs) can:

- Give you advice for at home care.
- Help you decide if you need urgent or emergency care.
- Assist in finding nearby facilities.
- Follow up with you to ensure your recovery is going well.
- Update your PCP on your status and care.



## We will help determine the proper care needed

May need urgent care or to be seen by your provider	Requires emergency care
Coughs, sore throats, ear infections and sinus infections	Chest pain or sudden onset of sharp, severe pain like headache
Minor burns and injuries	Heavy or uncontrolled bleeding
Urinary tract infections	Loss of consciousness
Allergic reactions ( <i>non-life-threatening</i> ) and skin rashes	Severe reaction to food or medicine
Low-grade fever or flu-like symptoms	Numbness/weakness on one side of the body, or sudden loss of vision
Mild asthma	Serious or explained difficulty breathing
Sprains, strains and minor broken bones	Broken bones that break the skin

You should dial 911 or go to the nearest hospital if your life or health is in serious danger.



### Get health information fast

Call a Nurse On Call RN when you are sick, injured or need care advice, toll-free at 888-747-7990, TTY 711, available 24 hours per day, seven days a week.