



**CENTRAL  
PLAINS  
PHYSICIANS  
HEALTH PLAN**

# 24-HOUR HELP NURSE

**Our Patient Services HELP Nurses are just a phone call away. Whether you are seeking medical advice, or need to reach a physician, help is at your fingertips!**

Our friendly and knowledgeable nurses provide a wealth of medical information. All advice is based upon our standardized treatment protocols. This ensures consistent and well managed care for you, and for all patients who call our HELP line.

## **Our Staff**

Because we care about your health, we offer a staff of professional Registered Nurses who are available by telephone 24 hours a day, 7 days a week, to assist with accessing medical information when you need it. We are pleased to offer this personalized, confidential service to our members!

## **Here are some of the many ways the HELP Nurses assist our patients:**

- offer medical advice for illness or injury
- determine the urgency of a problem
- access your health information
- guide you to a medical facility if necessary
- answer a medication question
- provide information on community resources
- help you select a primary care provider if you do not already have one established

There is no charge for our Patient Services HELP Nurse assistance. It is a free service for all of our members.

## **Medical assistance when you need it the most**

When your child has a fever of 102 degrees and it's 2 a.m., or when you've twisted your ankle and aren't sure what to do...call the Patient Services HELP Nurses, your own personal information service that immediately puts you in touch with sound medical facts and advice on just about any topic related to your health. ***We're here 24/7 to provide HELP whenever you need it!***



## **PATIENT SERVICES HELP NURSE**

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

**800-325-7442**