



Not sure what to do when you need care quickly?

Medical help is available 24 hours a day, 7 days a week by phone. To talk to a nurse, call 877-543-5061.

If you need care and your doctor is not available, convenient and urgent care facilities contracted with GHP are another smart, cost conscious option to receive treatment.

To find urgent and convenient care locations:

- Search [GeisingerHealthPlan.com/providersearch](https://www.GeisingerHealthPlan.com/providersearch).
- Call the number on the back of your member ID card.

Geisinger Health Plan complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex gender, gender identity or expression, or sexual orientation.

ATTENTION: If you speak English, language assistance services, free of charge, are available to you.

Call: 800-447-4000
(PA RELAY: 711).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 800-447-4000 (PA RELAY: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (PA RELAY: 711).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 800-447-4000 (PA RELAY : 711)。

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[GeisingerHealthPlan.com](https://www.GeisingerHealthPlan.com)

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Geisinger
Health Plan

Tel-A-Nurse



Talk to a nurse about health issues 24/7

You can get help with medical issues and answers to your health questions when you need them. It doesn't matter if it's the middle of the night or a holiday. Our Tel-A-Nurse service is one of the ways we help you get expert medical advice that's convenient and reliable.

How does the program work?

In addition to your doctor, Tel-A-Nurse is an important resource for good health information. You can talk with a registered nurse 24 hours a day, 7 days a week. Getting the answers you need is as simple as picking up the phone and calling. This service is not for medical emergencies or urgent needs, and should not replace your primary care provider. Use this service for health information and advice.

What types of advice can I receive?

You can speak with a registered nurse regarding coughs, health advice about your new baby, colds, insect bites, arthritis pain, sunburns, information about medications and more. Below are just some of the topics included:

- Stomach pain
- Ulcers
- Hay fever
- Asthma
- Diabetes
- Arthritis
- Heat exhaustion
- Burns
- Colds
- Acid reflux
- Medications
- Medical tests
- Losing weight
- Croup
- Measles
- Children's bed wetting
- Infant vomiting
- Children's fever
- Mumps
- Sore throat
- Back pain
- Managing cholesterol
- Managing high blood pressure
- Developing an exercise plan
- Quitting smoking
- Questions to ask your doctor

What is the cost?

There is no copay or cost for using the service. You can speak with a nurse as many times as needed.

Discussing health issues with your provider is the best approach. However, if your physician is not available, the Tel-A-Nurse staff can help you determine the level of care you need. You may be able to avoid trips to the emergency room when you use Tel-A-Nurse.

When using this service, you can be assured advice is provided by nursing professionals. So it is a convenient, reliable source to help you with medical needs.

Note: If you have a medical emergency or urgent need, please call 911.

Remember:

This is only a sampling of information available. You can talk with a nurse or use the Tel-A-Nurse Audio Library to get answers to a wide range of medical questions.

Interested in more information?

- Call Tel-A-Nurse at 877-543-5061
- Access the Audio Library via the Tel-A-Nurse phone number. This library is a compilation of recorded advice on many health topics like viral infections, nutrition and more.

