

Tel-A-Nurse: Medical help when you need it

Geisinger

Get help with medical issues and answers to your health questions anytime through our Tel-A-Nurse service. If your physician isn't available, the Tel-A-Nurse staff can help you determine the level of care you need. You might even avoid an unnecessary trip to the emergency room.

How it works

Call 877-543-5061 and talk with a registered nurse to get health information and advice 24/7. There's no copay or cost for using the service, and you can speak with a nurse as many times as you need to.

When you call, you can also access the Audio Library to hear recorded advice on a variety of health topics.

Tel-A-Nurse is not for medical emergencies or urgent needs, and should not replace your primary care provider.

What you can learn

Turn to Tel-A-Nurse for topics including:

- Stomach pain or ulcers
- Hay fever or asthma
- Arthritis
- Burns
- Back pain
- Acid reflux
- Heat exhaustion
- Cold or sore throat
- Measles or mumps
- Children's issues, such as bedwetting, croup, fever or vomiting
- Medications or medical tests
- Managing diabetes, cholesterol or high blood pressure
- Making an exercise plan
- Quitting smoking

This is just a sampling of information available. You can talk with a nurse or use the Tel-A-Nurse Audio Library to get answers to medical questions not listed here.

Need care quickly?

A nurse can offer you medical help 24/7 by phone. Just call 877-543-5061.

If you need in-person care and your doctor isn't available, convenient and urgent care facilities contracted with Geisinger Health Plan are another smart, cost-conscious treatment choice.

To find urgent and convenient care locations:

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

Note: If you have a medical emergency, call 911.

Geisinger Health Plan complies with applicable federal 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 or TTY: 711.

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

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 800-447-4000 (телетайп: 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 (TTY: 711) 。 [geisingerhealthplan.com](https://www.geisingerhealthplan.com)

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