

# Help When You Need It 24-Hour NurseLine

Most medical situations don't happen during business hours.

What do you do in situations where you know it's not life threatening, but you're unsure whether you should go to urgent care or an emergency room? Call a nurse!

Our 24-Hour NurseLine is staffed around the clock, seven days a week, so you'll never be without a registered nurse to talk to when you have health-related questions.

To access our 24-Hour NurseLine toll free, call (855) 834-6150.

## Need more than the 24-Hour NurseLine?

Not sure where to go for help? Here are some tips that may help you decide when to call our 24-Hour NurseLine, when to seek urgent care, and when to go to the emergency room.

### 24-Hour NurseLine

- It's after regular business hours and you have a health-related question.



**Direct:** 208.333.1596  
**Toll Free:** 800.688.5008

**PacificSource.com**

- You want to speak to a medical professional to figure out if you need to be seen by a doctor.
- You have a question, but you don't think you need to see your doctor.

### Urgent Care

- You need care, but it isn't life-threatening.
- Illness like: cold, flu, bronchitis, sinus infections, strep throat, ear infections, vomiting, and diarrhea.
- Injuries like: bumps, bruises, nose bleeds, sports injuries, minor burns, simple fractures, cuts, and dislocations.

You can look up urgent care doctors and locations using our online directory at [PacificSource.com](http://PacificSource.com).

### Emergency Room

- It's life threatening and nurse lines or urgent care just aren't enough.
- Things like: trouble breathing, choking, severe head injury, seizure, sever burns, ingested poisonous substance, heavy bleeding, and other life-threatening ailments.

If it's a true medical emergency, dial 911, or go to the nearest hospital emergency room or appropriate treatment facility.

*With our 24-Hour NurseLine, you'll always have someone to call with your health-related questions. Call our 24-Hour NurseLine toll free at (855) 834-6150.*

