



HEALTH SUPPORT

REGENCE ADVICE24

Get health advice 24/7 at 1 (800) 267-6729

Not sure if you need to go to the ER or call your doctor?
Need a professional opinion?
Make a confidential, free call.

The answers you need when you need them

If you have a question, don't know how to treat a health condition or are unsure about what kind of care you need, a free call to a registered nurse can get you on the right track. **Regence Advice24 is not insurance but is offered in addition to your medical plan to help you get information and support when you need it.**

A Regence Advice24 nurse will:

- Ask about your symptoms
- Direct you to an emergency room when necessary
- Help you decide if you should see a doctor
- Provide helpful self-care suggestions for minor injuries and illnesses
- Help you prepare for a doctor visit
- Help you understand your prescription

Call anytime day or night when:

- You or a covered family member is sick, hurt or needs health care advice
- You're not sure whether to go to the emergency room, make a doctor's appointment or treat your problem at home

Regence Advice24 nurses:

- Have an average of more than 10 years of experience in patient care
- Are supported by doctors and the most advanced information systems
- Are able to assess your symptoms and help you decide on the best level of care

Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association

Regence BlueShield
1800 Ninth Avenue • Seattle, WA 98101

 **Regence**
your health, connectedSM



Some examples of health problems you can get help with:

- Vomiting, nausea or upset stomach
- Cuts, minor burns, scrapes
- Colds, viruses, coughing
- Dizziness and headaches
- Sore throats or flu
- Back pain
- Crying or hot baby
- Just feeling bad but you don't know why

Help by phone

Nurses have access to information about more than 5,500 health topics to ensure that you receive the right care. They have services for the hearing impaired and can access translation services for more than 140 languages.

WELL TIP ▷ *If you believe your condition is life- or limb-threatening, call 911.*