



Not sure what to do?  
Medical help is  
available 24 hours a  
day, seven days a  
week by phone. Non-  
emergency medical  
advice is also  
available through  
our nurse chatline.

To talk to a nurse, call the  
toll-free number  
(877) 543-5061  
or visit [thehealthplan.com](http://thehealthplan.com)



**GEISINGER**  
HEALTH OPTIONS®

Live healthier. Live better.

[thehealthplan.com](http://thehealthplan.com)

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GHO Tel-A-Nurse  
Dev 9/11 Rev 11/11

MEDICAL HELP 24/7

# Tel-A-Nurse



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## 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. You can speak to a nurse through our Tel-A-Nurse service or go online for non-emergency medical advice. It is one of the ways we are helping 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, seven days a week. Getting the answers you need is as simple as picking up the telephone and calling.

You can also chat live with a nurse online. Simply go to our Web site ([thehealthplan.com](http://thehealthplan.com)) to use this service for health advice when your provider is not available. 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.



You do not have to pay a copay for Tel-A-Nurse services.

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

### 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.

### What is the cost?

There is no copay or extra charge 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. But if you can't, Tel-A-Nurse is a helpful option. The Tel-A-Nurse staff can help you determine the level of care you need. You may be able to avoid copays for trips to the emergency room when you use Tel-A-Nurse.

When you use 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.



### Interested in more information?

- Call Tel-A-Nurse at (877) 543-5061
- Visit us online at [thehealthplan.com](http://thehealthplan.com) under the Member section
- 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.