Helpful Tips

How Nurse On-Call Works



1 If you have a medical question, press the Urgent Response button on your phone or medical alert.



2 Our Agents will connect you with a registered nurse who can get you answers or put you in touch with a board-certified doctor.



3 Nurses or doctors will answer your questions and can order or refill prescriptions right over the phone.

Nurse On-Call is not a substitute for dialing 911. Escalation to a physician is in the nurse's sole discretion. Emergencies will be transferred to a 911 call center, or members may be directed to call 911. See terms for details.

