

It's the middle of the night and a new mother wakes to a crying baby with a fever.

A quick call and tips from the Nurse Helpline may save her a trip to the Emergency Department as well as the expense of the visit.



The Nurse Helpline is a 24-hour, toll-free telephone service for FirstCarolinaCare members. Nurse Helpline puts you in touch with a Registered Nurse who can assess your condition quickly and give you advice when you need it.

The Helpline's Registered Nurse can answer questions about preventive care, prescription and over-the-counter medications or a special health condition.

The number to call is **1-800-336-2121**.

All you will need is:

- Your name
- Address
- Date of birth
- Social Security number

Also available from the Nurse Helpline is a 24-hour, toll-free Audio Health Library. Get the facts on health-related

topics ranging from Alzheimer's disease to pregnancy and fitness issues to substance abuse—all you have to do is call the Nurse Helpline at **1-800-336-2121** and ask for the Audio Library.

The Nurse Helpline, which has been reviewed for appropriateness by our Medical Directors, is intended to provide personal health care advice and support as well as general health information.

It is not meant to replace any services currently offered by your health care provider, including after-hours telephone assistance or referrals to a specialist. If you feel your health condition requires emergency treatment, you should always go to the nearest Emergency Department.

FirstCarolinaCare, Inc.