

Health care guidance, 24 hours a day

Oxford On-Call



Questions about your health can come up at any time. Maybe when you can't reach your regular doctor. Maybe when your child has a fever in the middle of the night or a twisted ankle on vacation. It could even be when you have a cold that doesn't seem important enough for a doctor's appointment.

No matter the issue, you can turn to *Oxford On-Call*® 24 hours a day, seven days a week for health care information.

Oxford On-Call lets you talk with a registered nurse who can offer you suggestions and help guide you to the care that is right for you. You can also listen to recorded messages on over 1,100 health topics, or even go online to chat with a nurse about your general health questions.

General health information

Oxford On-Call nurses can offer you helpful information about many topics. You could call about illness, injury, chronic conditions, prevention, healthy living, and even just basic men's, women's and children's health.

Deciding where to go for care

Not sure if your situation calls for a doctor visit? Wondering if you should go to an after-hours urgent care clinic or the emergency room? *Oxford On-Call*'s nurses can help you figure out how to access the care appropriate for your situation.

Information on how to best care for yourself

Our registered nurses can give you practical self-care tips to help you manage your condition at home. They can also tell you about signs and symptoms to look out for that may indicate the need for a higher level of care.

Talking with your health care provider

A great way to make the most of your doctor visits is to chat with our *Oxford On-Call* nurses before you go to your appointment. They can help you find more information about any concerns you may have and suggest questions you can ask your doctor.

Help for hard decisions

If you or a family member has a serious medical condition, *Oxford On-Call* nurses can help you learn more about them, the possible risks and benefits of treatment options, and how you can take your medications safely. The more you know, the better prepared you may be.

Health Information Library

Want to know more about different health and well-being topics? With *Oxford On-Call*, you can listen to over 1,100 recorded messages on a variety of subjects. To access the library, just call *Oxford On-Call* toll-free at **1-800-201-4911** and choose the option for Health Information Library. When prompted, press or say "5" and enter PIN number 123. You can transfer to a nurse at any time to talk about a topic.

Live Web chat

Nurses are available to chat online about a variety of health topics and to confidentially guide you to online resources. Just click on the "24 Hour Nurse Call Line" link on oxfordhealth.com's Member portal home page under Links and Tools.

Ready to give *Oxford On-Call* a try? Call us toll-free at **1-800-201-4911**.