

Lunch & Learn: 24-Hour Nurse Line

April 2025



Agenda

- About the 24-Hour Nurse Line & Team
- How It Works & Benefits to You!
- Services Offered
- Referrals
- "Let's Talk" - Nurse Dialogue

1-800-556-1555
(TTY: 711)

About the 24-Hour Nurse Line

What is a 24-Hour Nurse Line?

- A 24-Hour Nurse Line is a service that offers patients access to licensed nurses who are available around the clock, providing health advice and information

Purpose:

- To promote effective healthcare decision making, improve quality of care and increase member satisfaction.



About the team

ABOUT THE TEAM:

We have
approximately 70
nurses in our
department

Each RN licensed in
all 50 states and
must maintain
licensure status each
year

We are a unique
nurse line in that our
nurses are the first
person the member
reaches when they
call our line

All nurses work-from-
home

NURSING BACKGROUND:

Emergency Room
ICU

Maternity –
Mom/Baby

Cardiac/Pulmonary

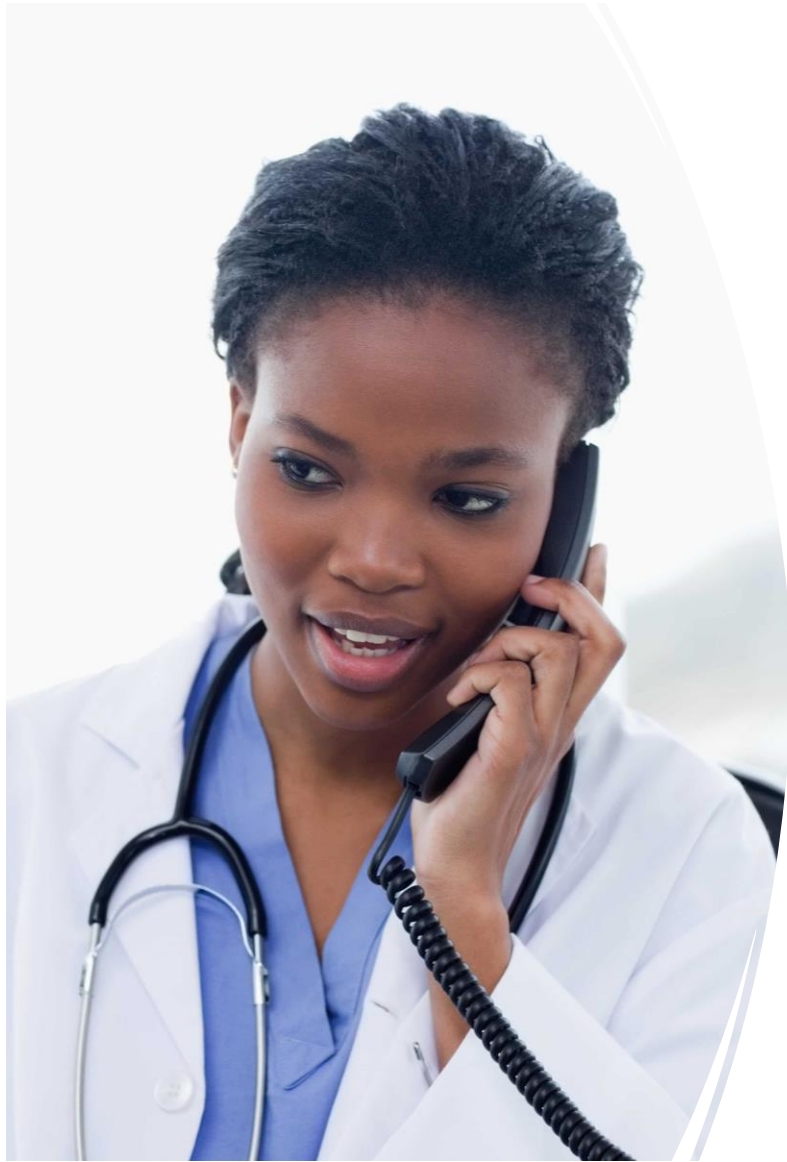
Med/Surg

Oncology

Internal Medicine

Home Health/Rehab

And many others



How it Works

Our nurses use a standard call procedure that includes:

- Discussing the nature of the call
- Listening to the problem or symptoms of the member
- Asking a series of questions based on the Healthwise call review protocol
- We provide the member with safe options at the end of the call
- Members should call 911 in an emergency

*Nurses cannot diagnose, prescribe or give medical advice

What can a Nurse Line help with?

Medical concerns

Guidance on
managing symptoms
(e.g. fever, pain, or injury)

Help in
understanding when
to visit the ER vs.
when to manage
care at home

Health questions
Medication dosage, side
effects, and general health
advice

Health Education
Basic information about
conditions, diseases, or
preventative measures

Benefits of a 24-Hour Nurse Line

Convenience

- Access to advice at any time, eliminating the need to wait for office hours.

Peace of Mind

- Knowing that medical professions are available to help at any hour.

Cost-Effective

- Reduces unnecessary ER visits or doctor appointments for non-emergency issues
- This is a free service to you all!

Accessibility

- Helps patients who may not have immediate access to a doctor.

Referrals



Our department is the first line of contact for most of our members.

When a member calls, and we identify the need for a referral to other departments....we ask for the member's permission to make the referral and process the referral for the correct department/service.

Let's Talk: Nurse Edition



A parent calls about
their child's sudden
fever in the middle
of the night to
determine whether
it's an emergency.



A patient calls about
a recent injury to
determine if it
requires medical
attention or can be
managed at home.



A person wants advice on managing a chronic condition or understanding symptoms they are experiencing.



Questions to ask your Nurse



- What kind of care should I get?
- Can you give me information about this diagnosis?
- How should I take my medication?
- Should I go to the emergency room?
- Should I call my doctor?
- Where is my Personal Health Record?
- Where do I find information on (diabetes, hypertension, etc.)?



What We Can & Cannot Do:

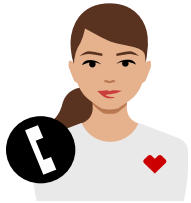
24-Hour Nurse Line **Nurses can respond to:**

Chronic Problems
Diagnostic Testing
Going to the Doctor
Planned Surgery
Emergency Needs
Behavioral Health Needs (e.g., Depression)
Review Medications

24-Hour Nurse Line **Nurses are unable to respond to:**

Claim Concerns
Benefit Review
Provider Research
Clinical Policy Bulletin (CPB) Interpretation

How to Access the 24-Hour Nurse Line



96%

of members said the 24-Hour Nurse Line helped them make a better health care decision¹

¹ 24-Hour Nurse Line Member Satisfaction Survey, October 2019

Health information is a phone call away

- Get information on a wide range of health and wellness topics
- Make better health care decisions
- Find out more about a medical test or procedure
- Get help preparing for a visit to your doctor
- Receive emails with links to videos related to your question or topic

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Highlighted Success Story:

A Spanish-speaking 60-year-old male experiencing chest pain called Health Concierge, where an interpreter facilitated his transfer to a 24-hour nurse line for assessment. Despite declining emergency services, he drove himself to the ER, where continued collaboration among nurses, interpreters, and medical teams ensured immediate, life-saving care and a positive outcome.

Important Information:

Aetna Health Concierge:

1-833-690-1037

Eligibility and Enrollment Support Center:

1-855-859-0966

24 Hour Nurse Line:

1-800-566-1555 (TTY: 711)

Member Inquiries:

shpmemberinquiries@nctreasurer.com

Presentation:

www.shpnc.org/presentation-archive

Thank you!