



# 24/7 Nurse Advice Line

Health issues don't fit neatly into a 9 to 5 schedule – and neither should your access to health information. Providence members who reside in Oregon or Washington can call ProvRN around the clock to ask questions about their health, **at no cost**.

## When to call

Providence nurses are ready to listen to your health concerns and recommend your best course of action. If you're not feeling well, but you're not sure if you should seek medical care, stop worrying and call ProvRN at any time, day or night.

ProvRN isn't only for when you're ill. Sometimes, you just need to bounce a health question off someone, and our nurses are here to listen and provide answers.

## How to reach ProvRN

Have your member number available and call **503-574-6520** or **1-800-700-0481 (TTY: 711)**. If you are experiencing a medical emergency, please call **911**.

## What to expect

When you call, our registered nurses talk with you about your symptoms and help you figure out your next steps for care. It's always available when you need it.

Calls are addressed based on urgency. An intake specialist will ask a few initial questions, and a nurse will call you back as soon as possible if someone isn't immediately available.



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