

## WHAT ABOUT PEDIATRIC HEALTH ISSUES?

- The Nurse Advice Line is a great way to get advice on pediatric health concerns.
- When you call with a concern about your child, you will be connected with a nurse with special training in pediatric care.
- The pediatric-trained nurse will help you make an informed decision on when and how to seek care for your child.
- If you desire, the nurse will arrange to call you back after a few hours to check on how your child is doing.

## HAVE A MEDICAL EMERGENCY?

- If you have a medical emergency call 911.
- Do not call the Nurse Advice Line if you have a medical emergency.

## QUICK FACTS

- Nurse Advice Line
- **1-800-TRICARE (874-2273)**  
Option 1, toll-free
- Open 24 hours a day, 7 days a week, 365 days a year
- Health advice from a team of professional registered nurses
- Available to all TRICARE beneficiaries
- Call from anywhere in the U.S. including Alaska and Hawaii

Give us feedback on the Nurse Advice Line

Go to <http://ice.disa.mil> for the Interactive Customer Evaluation system.



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## NURSE ADVICE LINE



1-800-TRICARE (874-2273), Option 1

Martin Army Community Hospital  
6600 Van Aalst Boulevard, BLDG 9250  
Fort Moore, GA 31905

## WHAT IS THE NURSE ADVICE LINE?

- The Nurse Advice Line is a option for receiving professional, personalized advice about how to manage acute health concerns any time of the day or night, weekdays, weekends, and holidays.
- When you call, you will speak directly with a registered nurse who will listen to you and ask a series of questions developed by primary care and other sub-specialists across the country.
- Based on your specific concerns, the nurse will provide guidance about self-care and when to see a healthcare provider.
- If you need to see a healthcare provider, the nurse will help you arrange that care.
- If you no longer need a previously scheduled appointment, you can ask the Nurse Advice Line to cancel appointments at your Medical Treatment Facility.

## WHO CAN USE THE NURSE ADVICE LINE?

- The Nurse Advice Line is open to ALL TRICARE Beneficiaries:
  - PRIME (includes TRICARE Prime beneficiaries with a civilian Primary Care Manager)
  - PLUS
  - SELECT
  - TRICARE for Life
- TRICARE beneficiaries stationed overseas can also use the Nurse Advice Line when traveling in the U.S.
- When you call, you will first speak to a customer service representative who will verify your eligibility for care using the Defense Enrollment and Eligibility Reporting System (DEERS). You can verify your DEERS information at:
  - <http://www.tricare.osd.mil/deers/>



## IS MY CARE COORDINATED WITH MY DOCTOR?

- Yes. If you have a Primary Care Manager at a Military Treatment Facility the Nurse Advice Line will communicate with your doctor about your health concern and the recommended management plan within 24 hours of your call.

## WHAT ARE MY OTHER CARE OPTIONS?

- The Nurse Advice Line is just one of a growing range of options for accessing healthcare at Martin Army Community Hospital:
  - Face to Face or Virtual Appointments with your Primary Care Team. Call the BMACH CARELINE: 1-762-408-CARE (2273)
  - Telephone Consultations with your Primary Care Team. Call the BMACH CARELINE: 1-762-408-CARE (2273)
  - The Emergency Room offers 24/7 access for emergent visits
  - Secure Messaging with your Primary Care Team using Tricare Online Patient Portal @ [www.tricareonline.com](http://www.tricareonline.com)