



## Convenient access to health care triage and advice 24 hours a day, 7 days a week

American Health's 24/7 Nurse Line provides callers with confidential health care advice and information 24 hours a day, 365 days a year. Callers speak directly to a registered nurse for counseling or advice. The program is based on the premise that informed patients make better and more cost-effective health care decisions.

Callers can discuss current illnesses or health challenges to receive education on treatment options, lifestyle choices and self-care strategies. They can also learn about local resources to receive additional support and information. In some instances, talking to a nurse can provide reassurance and avoid unnecessary — and costly — trips to the emergency room.

The 24/7 Nurse Line benefits include:

- Provides live, toll-free and confidential health care advice and triage
- Access to a team of specially trained nurses who are supported by a flexible software system
- Helps reduce unnecessary emergency room and physician visits and provides patients with around the clock access to care

The 24/7 Nurse Line provides confidential health care advice and information directly from a registered nurse



### - Product Highlights -

Live, toll-free and confidential health care advice and triage

Staffed by a team of registered nurses who average more than 10 years of clinical experience

Tools and education help individuals make informed and cost-effective health care decisions

Calls can be answered in English or Spanish and all other languages can be translated live



Health Utilization Management  
Expires 11/01/2020



Case Management  
Expires 11/01/2020



Disease Management  
Expires 11/01/2020