

Our Nurses Stay up Late!

Meritain Health's 24x7 Nurse Line

*Take 2 of these and call me
in the morning!*

At 3:30 in the morning, a 6-year-old-girl wakes up her mother to tell her she feels hot. The mother calls Meritain Health's 24x7 Nurse Line, concerned that she should take her daughter to the ER. The child has been congested for the past 24 hours, and currently has a fever of 101°F, but has no other symptoms at this time.

Symptoms: Fever and nasal congestion

Caller's original intent: Go to the ER

24x7 Nurse disposition: See your health care provider within the next 24 hours and follow the home health advice below:

1. For a fever of 100-102°F, give the child cold fluids orally in unlimited amounts. Dress her in a single layer of lightweight clothing, and have her sleep with 1 light blanket (avoid bundling.)
2. For fevers above 102°F, give acetaminophen (Tylenol) ever 4-6 hours or ibuprofen every 6-8 hours. (Avoid aspirin, as there is a risk of Reye's Syndrome.)
3. Call back if your child becomes worse, or if her fever goes above 105°F.

We're here for you: Day or night.

Let's face it-when someone in your family gets sick in the middle of the night, your focus is on making them well-not on economics. This can lead to the wrong decisions, perhaps going to the ER when home care would suffice, or even making the mistake of not seeking medical care.

Our 24x7 Nurse Line isn't just a nursing line - it's also a Health Information Library and resource for referrals to health care resources. Get the support you need to feel comfortable in your health decisions, while knowing you have another resource for the research of medical information.

You don't have to know everything, especially when you're connected with someone who can help. Call us today at: 866-726-6529 to learn more about how the 24x7 Nurse Line can benefit you!

*Sometimes you need to
go...to the ER!*

Just before midnight, a woman notices that her left arm is numb. She wakes up her husband and tells him that she doesn't feel well. When her husband asks if he should call their doctor, she replies that they should just call in the morning. Her husband convinces her not to take the situation lightly, and they call the 24x7 Nurse Line for more advice on what to do.

Symptoms: Numbness in the left arm and a general ill feeling.

Caller's original intent: To call a doctor in the morning.

24x7 Nurse disposition: Activates EMS, call 911.

In situations like this where you are told to dial 911, or to call an ambulance, one of our nurses will follow up within 15 minutes to be sure that you were able to make the call. If you are having trouble contacting emergency services, the nurse can make the call for you.

Easily contact a live Nurse
24x7 as part of the Nurse
Line.

Call: 1.866.726.6529



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