

24 Hour Nurseline



**Unlimited Toll-Free,
24/7 Access to
Registered Nurses For
You and Your Family**

Discount medical plans are provided by Patriot Health Florida, Inc., a discount medical plan organization. The plans are not health insurance policies. The plan provides discounts at certain health care providers for medical services and does not make payments directly to the providers of medical services. The member is obligated to pay for all health care services but will receive a discount from those health care providers who have contracted with Patriot Health Florida, Inc., located at 160 Eileen Way, Syosset, New York 11791. Not available in ND, SD, MT and VT.

You and your dependents have unlimited access to registered nurses via a toll-free number. These nurses are specially trained to offer prompt, confidential medical counseling to help you make informed decisions about your family's health and medical care. However, nurses will not diagnose or provide treatment.

**Toll-free, confidential
access to registered
nurses 24 hours a day,
365 days a year**

Receive information regarding:

- Treating common illnesses
- Explanations as to what to expect during medical testing
- Diagnostic and surgical procedures
- Recently diagnosed medical conditions
- Prescription and over the counter medication information

This service can help you become more knowledgeable about healthcare services and more comfortable working in partnership with your healthcare providers. In addition, you will have access to an audio library of more than 490 pre-recorded messages on general health topics. Callers can learn about a condition or diagnosis and gain a better understanding of appropriate care, with the option to speak with a nurse to discuss any remaining questions.

How to access this program:

1. Simply call the toll free number and a registered nurse will ask for basic information including your name, age, phone number and membership information.
2. He/She will then answer your questions, provide information and explanations, or guide and counsel you regarding your health care issues.

VERY IMPORTANT: In life threatening emergencies, call 911 (if 911 is not available in your area, call local police/fire department) or go directly to the nearest hospital emergency room for treatment.