

PHCS *On Call*

Peace of Mind for Your Members, Cost Savings for You

Through **PHCS *On Call*** we offer your members access to a 24-hour Nurse Advice Line, and an audio library containing information on more than 2,000 health topics. With **PHCS *On Call*** your members receive peace of mind, knowing that medical advice is just a phone call away.

You can be assured that your members are receiving professional medical advice, and are being directed to the most appropriate care setting, that often results in savings for you, as unnecessary trips to the emergency room may be avoided. **PHCS *On Call*** allows you to enhance your existing health care program with little additional cost.

Nurse Advice Line

As a value-added product to our Care Management service, **PHCS *On Call*** offers your members 24-hour access to an advice line staffed by registered nurses.

When your member, in need of medical advice, calls the 24-hour Nurse Advice Line, they will first hear a disclaimer stating that if they are experiencing a medical emergency, they should hang up and dial 911, or their appropriate emergency response phone number. If the caller chooses to speak to a nurse, the nurse will discuss and document the patient's symptoms and recommend an appropriate course of action. The goal is to safely move the patient to the most appropriate, and most cost-effective care setting.

Depending on the disposition of the call, which may range from home care to emergency care, the nurse will place follow-up phone calls to ensure that the caller's situation has improved. Every call is archived, so the nurse line builds a history of each patient.

Guidelines

The guidelines used by the registered nurses are physician written, reviewed and updated, and contain an extensive medical knowledgebase. They provide consistent, accurate triage information as well as home care and health education information. They are updated continuously.

Audio Library

Through **PHCS *On Call***, your members also have access to a 24-hour Audio Library. The library contains information on more than 2,000 health related topics. By using this system, your members are better empowered to make informed health care decisions, and take better care of themselves and their families. This results in fewer health care claims costs for you.

Benefits for You

- You receive monthly reports detailing the amount and types of calls your members have made to the Nurse Line/Audio Library
- **PHCS *On Call*** can considerably lower the amount of unnecessary emergency room visits your members may make by directing them to the lowest acceptable cost setting
- **PHCS *On Call*** is accredited by URAC

Benefits for Your Members

- Your members have access to a 24-hour Nurse Advice Line, staffed by registered nurses with an average of 10 years clinical experience
- The average length of a call is 10 minutes, so you can be assured that your members receive prompt service when experiencing a health concern
- Members receive 24-hour unlimited access to our Audio Library containing information on more than 2,000 health topics
- The call center can accommodate English, French and Spanish speaking members, and can accommodate speakers of other languages using a translation service. The Audio Library contains over more than 700 topics translated into Spanish
- Most importantly, your members receive peace of mind, knowing that medical assistance and advice is just a phone call away

Put **PHCS *On Call*** to work for you today by calling (866) 750-7427.

Tap The Power