

# **New nurse advice line to replace the Dunham on call provider**

## **Dunham Health Clinic introduces Nurse Advice Line**

### ***Nurse Advice Line replaces the On-Call Provider system***

July 22, 2014 -- Dunham Army Health Clinic has introduced a new benefit for TRICARE enrollees making a team of Registered Nurses available for immediate telephone health care advice.

Available 24 hours a day/ 7 days a week, the on-call nurses will discuss the healthcare situation with the caller, asking questions to enable the nurse to advise when and how to seek care for an urgent problem, or to give instructions about self-care at home.

The Nurse Advice Line **service, available nationwide to TRICARE beneficiaries, replaces the On-Call Provider system formerly offered by the Dunham US Army Health Clinic as of 31 July 2014. Patients enrolled at Dunham US Army Health Clinic, Fillmore US Army Health Clinic at New Cumberland, and and the Fort Indiantown Gap Troop Medical Clinic will be able to use the Nurse Advice Line** to receive the advice needed for informed decisions about self-care at home or when to see a health care provider.

TRICARE beneficiaries eligible to use the Nurse Advice Line include those using TRICARE Prime, TRICARE Prime Remote (TPR) and TRICARE Prime Remote for Active Duty Family Members (TPRADFM), TRICARE Standard and TRICARE Extra, TRICARE Reserve Select (TRS), TRICARE Retired Reserve (TRR), TRICARE Young Adult (TYA), and TRICARE For Life (TFL).

TRICARE Overseas Program (TOP) beneficiaries traveling in the United States can call the Nurse Advice Line for health care advice, and -- if care from a provider is needed -- will be

required to call their TOP Regional Call Center to coordinate care.

The Nurse Advice Line is not available to those beneficiaries enrolled in the US Family Health Plan.

Nurse Advice Line Facts:

- Toll Free Number: 1-800-TRICARE (1-800-874-2273), option 1
- Service available 24 hours a day, 7 days a week
- Area served: Continental United States, Alaska, and Hawaii.

Learn more details about the Nurse Advice Line at the Dunham Clinic web site: Go to <http://dunham.narmc.amedd.army.mil/default.aspx>, and click on the Nurse Advice Line tab under "Services".

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