VENTURA COUNTY
HEALTH CARE PLAN

A Department of Ventura County Health Care Agency

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NURSE ADVICE LINE

The Ventura County Health Care Plan partners with Carenet Health for our "Nurse Advice Line" service. This service is available to you and your family 24-hours a day, 365 days a year at no additional cost.

We realize it is impossible to predict when you or your child will become ill or need urgent medical assistance; however, nothing is more comforting than having an experienced, compassionate nurse available anytime to answer your health questions, assess symptoms, and provide care recommendations.

Staffed by skilled registered nurses, the Nurse Advice team, bilingual in English and Spanish, is available 24/7 to assist with any health concerns.

In addition to providing advice for current symptoms, the nurses can also help you to better understand your diagnosis, prescribed medications and where and when to go for more help. Too often the emergency room is used for non-emergency reasons. The Nurse Advice line may help you avoid a time consuming and expensive visit to the ER.

The following is a sampling of the services provided by this 24/7 Nurse Advice Line:

- Symptom assessment and triage
- Urgent and non-urgent care advice
- Program, physician, and facility referrals
- Drug and medication information
- Recommendations or condition explanations
- General health information

The Nurse Advice Line does not replace your physician but complements the care they provide. We encourage you to discuss all health concerns with your physician. However, the opportunity to discuss additional symptom, disease-related information or to ask a health-related question at any time, day or night is one more way you can take an active role in your own healthcare.

The toll-free number to access the Nurse Advice Line is (800) 334-9023. When you call, you will be asked for your member ID number or date of birth.

We encourage our members to take advantage of this service when the need arises!
For questions concerning this service, call our Member Services department at **(805) 981-5050**.

Sincerely,

Ventura County Health Care Plan