

Medication side effects are a common contributor to symptoms. Be prepared to answer a few quick questions by the representative who first answers the phone. They are assessing the urgency of your call and where to place it in the queue.

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### **Consulting Nurse Service**

206-630-2244

1-800-297-6877 (toll-free)

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## **Other resources**

### **Advice from your doctor**

In addition to calling the Consulting Nurse Service, you can call your doctor's office during business hours for advice.

### **Email rather than call**

You can send a secure email to the Consulting Nurse Service after you have registered and signed on to the password protected Kaiser Permanente member website at [kp.org/wa](http://kp.org/wa). Click on the "Email your health care team" feature. Someone will respond within 24 hours, making this a good option for non-urgent questions.

Kaiser Permanente complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-901-4636 (TTY: 1-800-833-6388 / 711). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-888-901-4636 (TTY: 1-800-833-6388 / 711)。



## **Nurse helpline**

Quick advice for  
feeling better

# Troubling symptoms? Not sure what to do?

Just call our Consulting Nurse Service 24/7 for help in sorting through your symptoms and deciding what to do next. If you think it's a life-threatening emergency, call 911. You can also call your doctor's office during business hours for advice.

## Help from seasoned professionals

More than 60 registered nurses answer the phones in eight-hour shifts. A physician is available 24/7 for consultations on difficult problems and to prescribe medications or order tests.

## Advice you can trust

Nurses are specially trained in triage, a system for evaluating symptoms and determining the best course of action. They use more than 150 established protocols to help assess symptoms, so callers get consistent advice, and nurses have the most current information. If you get your care at Kaiser Permanente medical offices, they can also access your electronic medical history.

## Find the right place for care

Once your symptoms are evaluated, your consulting nurse will advise you on next steps. If this is an emergency or urgent situation, they'll direct you to the most appropriate care facility or, if necessary, call for an ambulance. For something less serious they may tell you to call and make

an appointment with your doctor, visit a nearby CareClinic at Bartell Drugs, or follow their recommendations for self-care at home.

## Interpreters for any language

All members can request the services of a telephone interpreter at no additional charge. Kaiser Foundation Health Plan of Washington contracts with a company that provides interpretation services by telephone in over 180 languages. The consulting nurse will conference the interpreter into the call while the member is still on the line.

## When you get your care at Kaiser Permanente medical offices

The consulting nurse can access your electronic medical record if you're a regular patient at Kaiser Permanente medical offices, and add notes on the advice call. That way your symptoms, their advice, and any follow-up recommendations can be viewed by your regular health care team. The nurse can also send your primary care team a request for follow-up if needed. Or they might contact other support staff involved in your care.

## Tips for a productive call

Know your member ID number or have your ID card ready so you can provide your member number. If needed, make a list of questions before you call. And have your medications in front of you, so you can confirm what you are currently taking.

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