

Get 24/7 health advice you can trust



If you have a question, don't know how to treat a health condition or are unsure about what kind of care you need, chat virtually with Advice24 on **regence.com** or your Regence app or call 1-877-375-2599. Registered nurses are there 24/7/365 to assess your symptoms and help you decide on the best level of care.

Advice24 is not insurance but is offered in addition to your medical plan to help you get information and support when you need it.

An Advice24 nurse will:

- Ask about your symptoms
- Direct you to an emergency room when necessary
- Help you decide if you should see a doctor
- Provide helpful self-care suggestions for minor injuries and illnesses
- Help you prepare for a doctor visit
- Help you understand your prescription
- Refer you to virtual or in-person providers when appropriate
- Follow up with you (depending on clinical need)

Some examples of health problems you can get help with:

- Vomiting, nausea or upset stomach
- Cuts, minor burns, scrapes
- Colds, viruses, coughing
- Dizziness and headaches
- Sore throats or flu
- Back pain
- Crying or hot baby
- Just feeling bad but you don't know why

Contact us anytime day or night when:

- You or a covered family member is sick, hurt or needs health care advice
- You're not sure whether to go to the emergency room, make a doctor's appointment or treat your problem at home

Translation services and support for the hearing impaired are available



Connect with Advice24

Call 1-877-375-2599 or visit **regence.com**.



Regence BlueShield serves select counties in the state of Washington and is an Independent Licensee of the Blue Cross and Blue Shield Association

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